

# Business Objects • Frequently Asked Questions

1. You receive a message while attempting to log in saying, *“Sorry, your account has been disabled. Access is denied. For more information, contact your system administrator.”*

- Make sure the user is logging in with the Authentication type of LADP.
- If they are still unable to log in, have them contact their DSA (Decentralized Security Administrator).

2. Am I a 3-tier or 2-tier user?

- On the login screen, if the “System ID” value is **@prodx1.ds.vanderbilt.edu (J2EE Portal)**, you are connecting via 3-tier.
- On the login screen, if the “System ID” value is **prodx1.mis.vanderbilt.edu**, you are connecting via 2-tier.

3. If you refresh a report and receive a pop-up error stating *(DA0003) Job Already in Use*.

- You log in to Deski and try to refresh a report, but get: "Error During SQL Execution: (DA0003) - CS, Job already in use".

One possible cause of this error message is because Internet Explorer 7 has a default time out of 30 seconds compared with the Internet Explorer 6 time out of 60 seconds. For some queries, this is not enough time to refresh the entire query, since the client is connecting using an HTTP protocol to the server. It is necessary to extend the time-out limit on Internet Explorer 7. This can be done by adding a key to the registry.

*(CAUTION! The following resolution involves editing the registry. Using the Registry Editor incorrectly can cause serious problems that may require you to reinstall the Microsoft Windows operating system. Use the Registry Editor at your own risk. It is strongly recommended that you make a backup copy of the registry files before you edit the registry. End users should NOT attempt this without first consulting with their Local Support Providers.)*

To resolve the error message (if you are using IE 7)

1. Click Start > Run. The Run dialog box appears.
2. Type "regedit" in the Open: text box. Click OK. The Registry Editor appears.
3. Navigate to  
HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings.
4. Add a ReceiveTimeout DWORD value with a data value of (<number of seconds>)\*1000. For example, if the required time out duration is eight minutes, set the ReceiveTimeout data value to 480000 (<480>\*1000).
5. Exit the Registry Editor.
6. Restart the computer.

4. You use 2-tier and cannot access the Repository (USR0013) and see the following message:

*[repo\_proxy 13] SessionFacade::openSessionLogon with user info has failed (CMS host 'prodx12.ds.vanderbilt.edu' address was resolved properly, but cannot be reached to establish a CMS connection. Verify that your router/firewall allows communication on port 6400*

Only 2-tier users will get this error. Typical causes include:

- a) Stunnel is not running.
- b) They are not connected to the firewall.
- c) If the user has not been added to the BOXI firewall group.

Please check each of the above items or ask your Local Support Person (LSP/TSP) for help checking.

5. You receive **Error during SQL execution DA0003, No data to retrieve** or any error that indicates that the universe cannot be found.

-Delete the cached universe by Navigating from your C drive to the following location:

C:\Documents and Settings\users vunetid\Application Data\Business Objects\Business Objects 11.5\Universes

1. C:
2. Documents and Settings
3. Your vunetid
4. Application Data
5. Business Objects
6. Business Objects 11.5
7. Universes
8. @PRODX11.DS.Vanderbilt
9. Select the universe and delete it. If you have more than one universe in this folder, delete the universe for the report you are currently attempting to run.

5. You encounter any other problems with Business Objects not described in this document.

-Contact your Local Support Person (LSP/TSP) or the HelpDesk at 3-HELP (3-4357).

Please be ready to tell support personnel what **BO Universe** you are attempting to access.