

SAP Knowledge Base Article

**SAP** 1796996 - BPC10 : long delay to display the first page Portal from BPC web client

Version 2 Validity: 25.12.2012 - active

Language English

## Symptom

When users try to connect to the BPC web client or try to open the portal from the Excel client for the first and second time, the system takes from 60 seconds to 4 minutes based on different servers in different locations to display the first page portal.

## Environment

- SAP BusinessObjects Planning and Consolidation 10.0, version for the Netweaver Platform.
- SAP BusinessObjects Planning and Consolidation 10.0, version for the Microsoft Platform.

## Reproducing the Issue

1. Open the BPC web client
2. Notice the delay to connect to the first page of the Portal

## Cause

Actuall when logging on, this is what BPC web client will do:

1. Authentication.
2. Download the whole Flex binaries basing on the configuration.
3. Download the style definition and image files.
4. Retrieve the metadata of BPC Environment.
5. Retrieve the current BPC user information & privileges.
6. Retrieve favorites of library & document.
7. Check the installed client interfaces: Excel, Word, PowerPoint, MS Admin Console client.

Generally, the step **2.** and step **4.** would be the heaviest tasks especially in a busy network environment.

## Resolution

In order to make the second logon faster, do the following IE options:

Go to Internet Options > Advanced > Settings > Security > Empty Temporary Internet Files folder when browser is closed.

## Keywords

lasts long

## Header Data

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**Release Status** Released to Customer

**Component** EPM-BPC-NW NetWeaver Version

**Priority** Normal

**Category** Problem

## Product

Product	Product Version
SAP BusinessObjects Planning and Consolidation, version for Micr	SAP Business Planning and Consolidation 10.0, version for Micros
SAP BusinessObjects Planning and Consolidation, version for SAP	SAP Business Planning and Consolidation 10.0, version for SAP Ne