

## Summary

### Symptom

You are experiencing issues with SAP BusinessObjects Design Studio running on SAP BusinessObjects Business Intelligence platform 4.0.

### Other terms

ZEN Exception Setup Error Log Trace APS dummy action

## Reason and Prerequisites

### Solution

This note describes the procedure customers should follow when experiencing issues.

### Basic checks:

- o Please check whether you have installed the newest Design Studio Release according to note 1760372.
- o In case of this error message "Unable to find servers in CMS <host>:6400 and cluster <host>:6400 with kind pjs and service AnalysisApplicationDesignService. All such servers could be down or disabled by the administrator. (FWM 01014)" or in case there is no adaptive processing server (APS) or the Analysis Application Service was not added to any APS, please apply the following steps: This can happen because the Design Studio installer adds its service only to the default APS. In case this default APS was deleted or the deployment template was changed (by using System Configuration Wizard in 4.1), then the service has to be added manually:
  - A1. stop the APS by choosing "Stop Server" in the context menu
  - A2. Choose "Select Services" in the context menu
  - A3. Select the "Analysis Application Service" in the available services list and add it to services list of this APS
  - A4. Start the APS again
- or in case of a missing APS
  - B1. Choose New/New Server in the context menu of Service Categories.
  - B2. Choose category "Analysis Services" and select service "Analysis Application Service"
  - B3. Start the server
- o Read the SAP BusinessObjects Design Studio Administrator Guide especially the configuration and troubleshooting paragraphs
- o After making any changes to the configuration ensure that you have restarted the Adaptive Processing Server (APS) hosting the Analysis Applications service.

- o Starting an Analysis application from designer via "Execute on BI Platform" leads to "Error: Resource not found" (text of browser tab).  
Start the BI Launchpad and start the application from there. In case it cannot be started then please verify that your current user or its user group has at least View access for the application "Design Studio Runtime". [NEW]
- o OLAP connections are not shown in the Designer  
In case you used a tool like Information Design Tool to create the OLAP connection, please recreate the connection using the CMC.
- o After transport of an Analysis application from a source to a target sytem the data sources show "Could not instantiate ..." errors.  
OLAP connections on source and target system must be absolutely identical, i.e. their CUIDs must be the same. It is not sufficient to have the same names only. Better transport at first all relevant OLAP connections via promotion management from source to target system. Then transport the Analysis applications. In the CMC you can compare the CUIDs of a connections in the properties dialog of an OLAP connection.
- o In case you face a text like  
"???dummy.action.AnalysisAppplication\_View.display.name???"  
in the context menu of an Analysis application in the BI launch pad or the Designer shows an error in the "Open Application" dialog  
"Failed to query application in folder with CUID CQESAAAA9FZ...",  
then the Design Studio Web application is not deployed to the Web server.  
  
In case the web server is installed on a different box than the application server (BOE), you need to run the Design Studio Addon installer first on the web server PC and then use WDeploy to deploy all Web applications (BOE, dwsbobje, ...). In case the web server is on the same machine as the BOE it is sufficient to run WDeploy because the initial Design Studio Addon Setup should have installed the web applications already.
- o The APS has the status "running" and "enabled".
- o In case of errors instantiating data sources, please check your etc/services file on the server or desktop (local mode).  
Hints in the trace file are:  
service '?'  
Connect to message server host failed

**Known issues:**

- o If you face continues resizing on the IPad, please read note 1786081 for more details.
- o If the Analysis application's height is too small and shows vertical scrollbars instead, then please update your BIP to at least SP 05 patch 1.

- o Performance issues on the iPad: we will ship several optimizations with SP 2. Please refer to note 1760372 for details about the schedule of SP 2.
- o Starting Analysis applications in BI Launchpad or in the Designer via "Execute on BI Platform" leads to invalid URLs like `http://*****` or `http://%2A%2A%2A%2A%2A%2A%2A/`. This issue will be fixed with BI Platform service pack 06.  
WORKAROUND: change the OpenDocument URL in CMC (Choose Applications => Open Document => Context menu "Process Settings". In case this URL already looks corrupted (`http://*****`) please enter the URL of the following format and replace the 2 variables with the correct values:  
`http://<boe-server>:<boe-http-port>/BOE/OpenDocument/opendoc/openDocument.jsp?sIDType=CUID&iDocID=%SI_CUID%`  
  
In case this URL looks correct you must at least change 1 char and then press OK otherwise the OK button has no effect. In a 2nd step open the settings again and undo the previous change. Now you can test with the Designer and the "Execute on BI Platform" menu item.
- o Wrong host/port/URL in browser:  
Starting Analysis applications in Designer via "Launch on BI platform" toolbar button leads to a wrong host and/or port in the browser's URL. In case this URL differs from the URL configured in the Open Document application, then please apply the same steps explained above. (change open document URL and undo again) to force a propagation of the current URL to all Design Studio applications.
- o after installation of the BI Platform 4.0 SP 04 patch 3 or patch 4, the **CMS crashes e.g. after connections to a message server using a logon group**: please apply note 1765690.  
Please check in the CMC under authentication => SAP. On the "Entitelment Systems" tab check ALL (!) systems. They must not be configured as "Load Balancing" but as "Application host" instead.
- o In case OLAP connections and other data sources are not appearing in Design Studio: this can happen if your OLAP connection directly points to a BW infoprovider. Letting it point to a BW query or a BW query view will not cause problems. This problem will be fixed in the 1.1 release.
- o Statup performance with too many data sources: instead of loading all data sources during startup of your application you can set the "Load in Script" property of a data source to true. Furthermore you have to add script code  
`DS_<x>.assignDataSource(<Connection>,<Type>,<Name>);`  
which initializes the data source at a later point of time.

**Support ticket:**

If you still have issues with Design Studio and consider opening a support ticket, kindly attach the following information:

- Detailed steps to reproduce the problem.

- Log files of the Adaptive Processing Server (APS) hosting the Analysis Applications service. See BI Platform Administrator Guide, chapter Managing and Configuring Logs.
- Log files of the webserver (e.g. Apache Tomcat). See BI Platform Administrator Guide, chapter Managing and Configuring Logs:  
<http://help.sap.com/bobip40>
- Screenshot of the used OLAP connection's configuration page.
- Screenshot of the APS server configuration, especially of the Analysis Applications service section.
- in case of problems with Internet Explorer or with the inplace browser in the Designer please read the attached  
IE\_Settings\_docx.zip

### **Delivery Information**

See note 1760372 for planned delivery schedule.

### **Downloading a support package**

The Support Package of SAP BusinessObjects Analysis, edition for Microsoft Office is available on the Service Marketplace:

<https://service.sap.com/swdc>

Support Packages and Patches

Browse our Download Catalog

SAP BusinessObjects portfolio

SBOP

Note 330793 explains how to download patches from SAP Service Marketplace.

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### **Header Data**

Release Status:	Released for Customer
Released on:	16.04.2013 09:05:14
Master Language:	English
Priority:	Recommendations/additional info
Category:	Help for error analysis
Primary Component:	BI-RA-AD SAP BusinessObjects DesignStudio

### **Valid Releases**

Software Component	Release	From Release	To Release	and Subsequent
ANALYSISDESIGN-BIPCLNT	1.0	1.0	1.0	X
ANALYSISDESIGN-BIPSERV	1.0	1.0	1.0	X
ANALYSISDESIGN-RT-APPL	1.0	1.0	1.0	X
ANALYSISDESIGN-ECLIPSE	1.0	1.0	1.0	X
ANALYSISDESIGN-RT-CLNT	1.0	1.0	1.0	X

## Related Notes

Number	Short Text
1811747	TLogo integration for Analysis Applications (Design Studio)
1807142	How to enable HTTPS/SSL Designer against BIP
1786081	Continuous resizing on iPad
1760409	SBOP Design Studio 1.0: Release Note for First Delivery
1760372	SAP BusinessObjects Design Studio - Release schedule
1643218	BI Platform 4.0 BEx Web Applications support process
1177020	SAP BusinessObjects Design Studio: Sizing Information
1177018	SBOP Design Studio 1.0: Release Limitations Note
899572	Trace tool: Analyzing BEx, OLAP and planning processes
330793	Downloading patches

## Attachments

File Type	File Name	Language	Size
ZIP	IE_Settings_docx.zip	E	155 KB