



Symptom

When creating a Web Intelligence report from BI Launchpad an error is received

An internal error occurred while calling API 'initInstance'. (Error: ERR_WIS_30270) (WIS 30270)

Environment

BI 4.0 SP2

Windows 2008 R2

Windows 2008 R2 SP1

Windows Regional Settings set to Spanish

Reproducing the Issue

1. Install BI 4.0 SP2 on a Windows 2008 R2 server where the Windows Regional Settings are set to Spanish
2. Use all defaults for installation
3. Create a Web Intelligence report from BI Launchpad
4. Choose any option for the source of the Web Intelligence report
 1. No Data Source
 2. Universe
 3. Bex Query
5. The following error is received, An internal error occurred while calling API 'initInstance'. (Error: ERR_WIS_30270) (WIS 30270)
6. Web Intelligence trace file shows the following error

```
<ERROR COMPONENT="WIS" ERRORCODE="30270" ERRORTYPE="USER" MESSAGE="An internal error occurred while calling
&apos;initInstance&apos; API. (Error: ERR_WIS_30270)" PREFIX="ERR">
<DEBUGINFO BORESULT="5" FILENAME="kctRequestProc.cpp" LINEPOSITION="507" MODULENAME="WICDZServer_i"/>
<REASON>
<CONTENT>
</CONTENT>
</REASON>
</ERROR>
<ERROR COMPONENT="WIS" ERRORCODE="101" ERRORTYPE="INTERNAL" MESSAGE="Exception caught:ASFException:[repo_proxy
23] FolderFacade::getRootFolderInfo - check rights has failed One or more arguments are invalid.(hr=#0x0)" PREFIX="ERR">
<DEBUGINFO/>
<REASON MODULE="">
<CONTENT>
</CONTENT>
</REASON>
</ERROR>
</ERRORS>
```

Resolution

Windows Regional Settings need to be changed from Spanish to English on the following tabs for the user running the SIA:

- Format
- Location
- Administrative

Header Data

Released On	23.04.2012 07:56:23
Release Status	Released to Customer
Component	BI-BIP-ADM User & server configuration, InfoView refresh, user rights
Priority	Normal
Category	Problem
Operating System	WIN 2003
	WIN 2008 R2

Product

Product	Product Version
SAP BusinessObjects Business Intelligence platform	SAP BusinessObjects Business Intelligence platform 4.0