

Reporting: Helpful Hints



QUESTION: I used to see and run reports from the Reports tab. Now I don't have the Reports tab, sub-tabs, or reports.

POSSIBLE CAUSE: My assignment may have changed (i.e. Position, Cost Center, Job) and as a result I need to apply for new security roles. Or my computer may have automatically upgraded to Internet Explorer 10 (IE10).

SOLUTION: If you know that your assignment has changed, go to <http://btssecform-1p.lausd.net/app/SignIn> and complete a SAP Security Access Form. Check your version of Internet Explorer. If you have IE10, uninstall the update.

QUESTION: I get a "No Authorization" error after running a BW report (from the Reports tab).

POSSIBLE CAUSES: My assignment may have changed (i.e. Position, Cost Center, Job) and as a result I need to apply for new security roles. Or my computer may have been used by another person with a different security profile.

SOLUTION: If you know that your assignment has changed, go to <http://btssecform-1p.lausd.net/app/SignIn> and complete a SAP Security Access Form. Otherwise, clear your cache (shortcut: ctrl+shift+delete) and try running the report again.

QUESTION: I get a "Result set too large (#### cells); retrieval restricted by configuration (maximum = 500000 cells" error after running a BW report (from the Reports tab).

POSSIBLE CAUSES: I'm asking for too much data. I did not enter enough filter criteria on the General Variable page.

SOLUTION: Reevaluate your selection criteria and narrow your data search by entering more restrictive selection criteria on the General Variable page.



QUESTION: I ran a report from the Reports tab and my session timed out.

POSSIBLE CAUSES: I may have asked for too much data. I did not enter enough filter criteria on the General Variable page.

SOLUTION: Try to run the report again. Clear your cache and cookies and try running the report again (shortcut: ctrl+shift+delete).
Reevaluate your selection criteria and narrow your data search by entering more restrictive selection criteria on the General Variable page.



QUESTION: None of the above solutions have worked for me! None of the questions above apply to me! I still need help!

SOLUTION: Before you call the helpdesk. Try the following (at least one more time):

Option A: 1) Close all browsers, 2) Clear your cache and cookies (shortcut: ctrl+shift+delete), 3) Run report again (if possible)

Option B: 1) Check what version of Internet Explorer (IE) is installed and make sure that you are on IE 8 or 9