This document includes information for troubleshooting some of the system warning/error messages. There is also a section that provides additional information about help and resources.
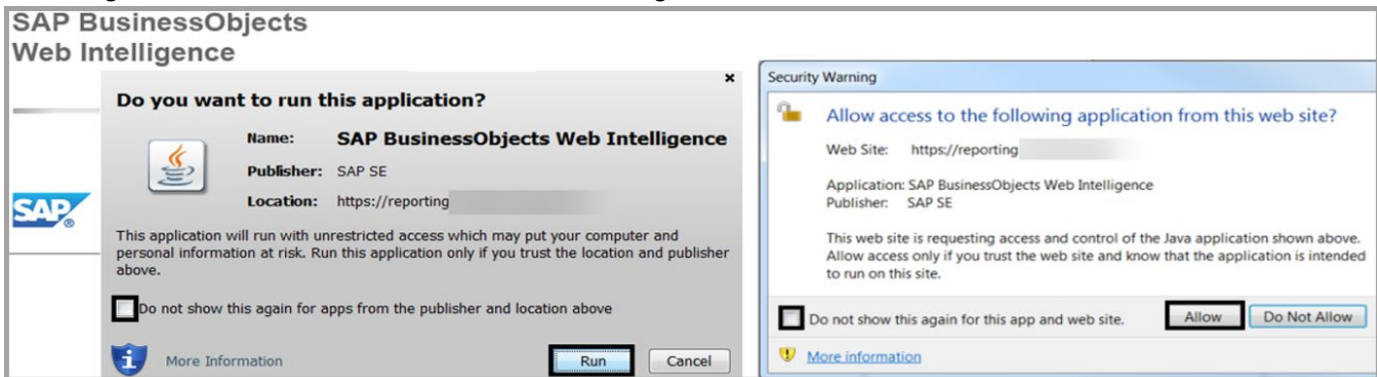
Need additional help? Contact the OFM Helpdesk.

HereToHelp@ofm.wa.gov 360.407.9100

Troubleshooting

Washington Workforce Analytics (WWA) uses the Web Intelligence (WebI) application (provided by software vendor SAP) and standard enterprise reporting (ER) tools. If you need additional information for troubleshooting issues, contact the OFM Help Desk (heretohelp@ofm.wa.gov 360.407.9100).
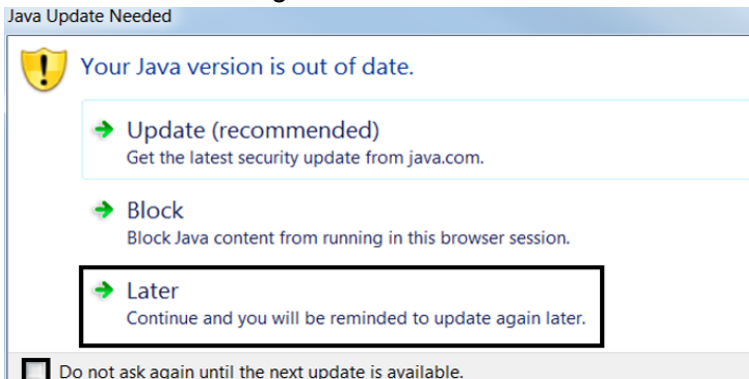
SAP Business Objects Web Intelligence (Run/Allow Access)

You may receive system prompts for SAP Business Objects Web Intelligence. You can bypass these by selecting the checkbox next to 'Do not show this again ...'.

Your Java version is out of date

You may receive system prompts for Java. You can bypass this for future reference by selecting the checkbox next to 'Do not ask again ...'.
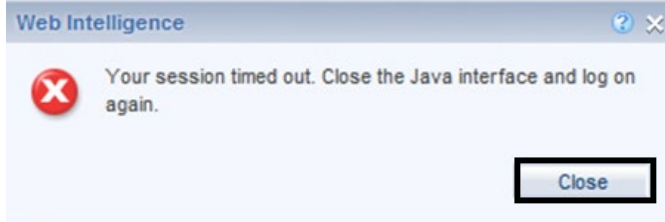
Web Intelligence Session Time Out (Java/HTML)

Web Intelligence (WebI) session time outs may occur if your query or report runs longer than 10 minutes.

✓ If you have a query or report that will run longer than 10 minutes, use the WebI scheduling feature and/or use filters to narrow the data results.
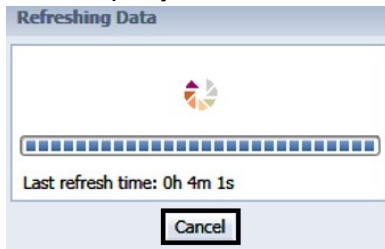
WebI Time Out (Java)

By default, agency users will be using Java. This format is sometimes referred to as 'Java applet' and offers the most functionality for agency WebI users. If you are using Java, WebI will notify you for a query time out.

WebI Time Out (HTML)

OFM enterprise reporting team and other technical users may be using HTML. If you are using HTML, WebI will not notify you for a query time out. The status of the query remains in processing mode. Select cancel and then close the query tab.

OFM Help and Resources

The enterprise reporting (ER) page on the OFM IT systems website includes reference materials and eLearning resources. You can also sign-up for news and system updates via GovDelivery subscriptions.
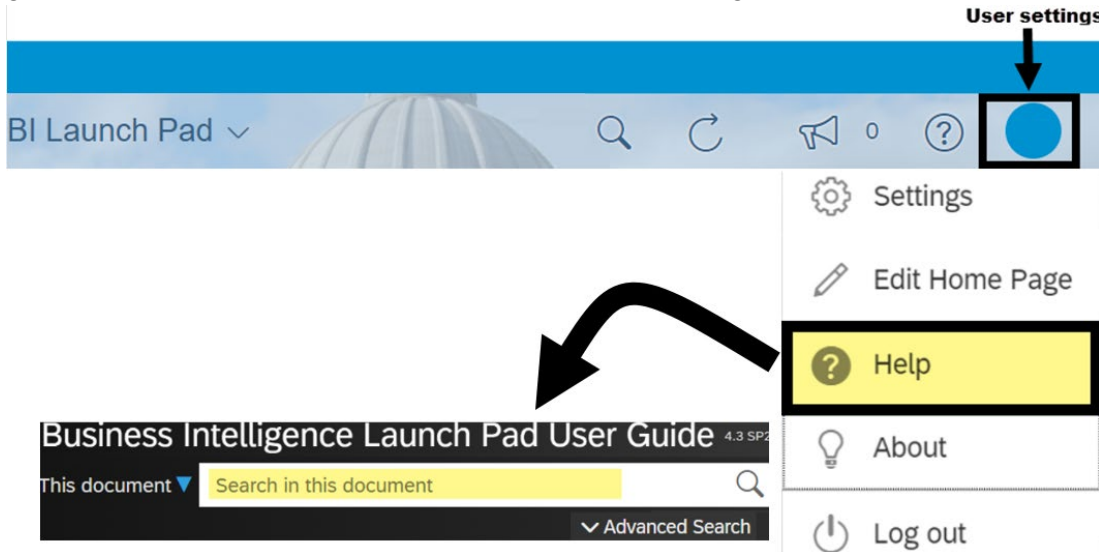
SAP Web Intelligence (WebI) Help and Resources

The Web Intelligence (WebI) application includes online reference materials. These resources will not be specific for State of Washington (resources are provided by the software vendor SAP).

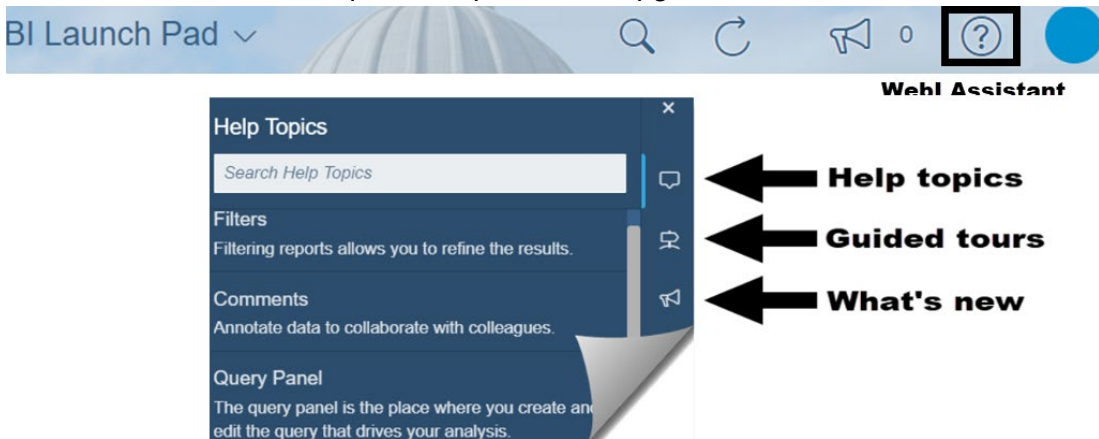### SAP Business Intelligence (BI) Launch Pad User Guide

Use the quick link for help in the user settings section of the WebI launch pad to access the SAP online user guide. You can use the search tool within the SAP user guide to find specific topics or additional information.

SAP WebI Assistant

Use the quick link for assistance (question mark icon) in the top banner of the launchpad to access the WebI assistant.
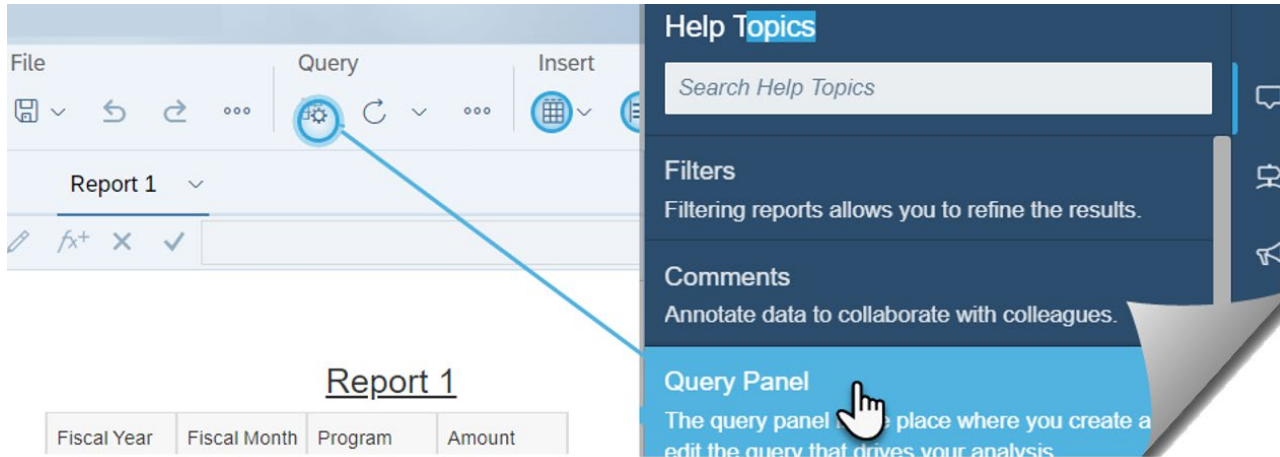
✓ **Help topics** include information and quick online demonstrations based on the page you are currently on.
✓ **Guided tours** include limited content at this time (use the help topics for information and quick online demonstrations in the meantime).
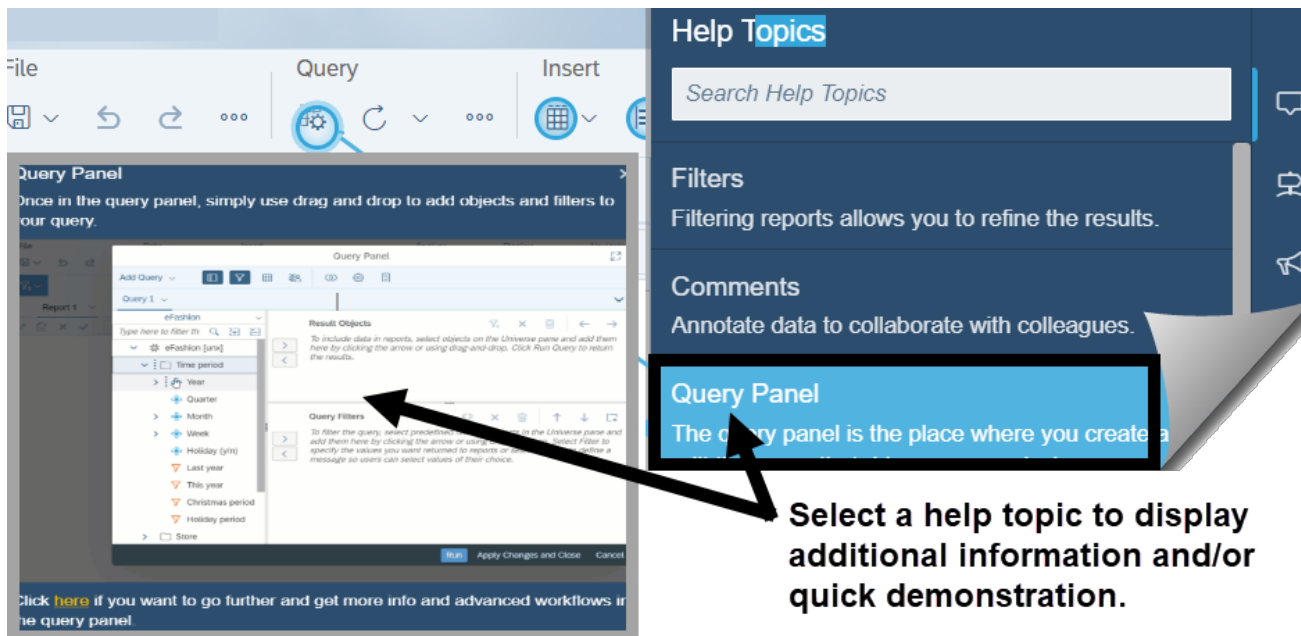✓ **What's new** includes quick recap of recent upgrade features.

SAP WebI Assistant - Help Topics (Display Descriptions)

Help topics in the WebI assistant are based on the page you are currently on. For example, the content will be relevant for the report toolbar/options if you are on the report page.

✓ You can hover your cursor on a help topic to display a description with a line/pointer to direct you to the toolbar/option. You can also select a help topic to display additional information and/or quick demonstration for that topic.

Hover your cursor on a help topic to display a description with a line/pointer to direct you to the toolbar/option.

Select a help topic to display additional information and/or quick demonstration.