

## Business Objects Enterprise InfoView FAQ

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Q. When I login to the new InfoView site, I cannot login. I get an error message that says "Account information not recognized ..."

A. Since the new Business Objects InfoView website now authenticates against Active Directory, you must use the username and password you use to login to either GroupWise or your computer at Hamline University.

Q. The site that I have in my favorites goes to a page that does not exist anymore (<https://marshall.hamline.edu>). What happened?

A. The old Business Objects server has been upgraded and moved to a new server. You can access the new link by going to <https://banner.hamline.edu> and selecting the links below the "Business Objects Enterprise" header.

Q. I am able to login, but I don't see any of the folders I previously had access to before the upgrade.

A. The username you used to connect to the new InfoView site may be different from the account name you were using prior to the upgrade. Your usernames must be linked by the Business Objects Administrator. Please contact the Helpdesk at x2220 and ask to have your 2 accounts linked.

Q. I am not able to view my reports. I get a dialog box that says "Crystal Report Viewer is unable to create its resource object".

A. In order for InfoView to display the results from a Crystal Reports formatted report, you must install ActiveX Add-ons. Go to the Crystal Reports knowledge base at <http://www.hamline.edu/offices/its/services/knowledge-base/crystal.html> and look for the documentation called "Business Objects Enterprise InfoView Add-on Installation"