CMS Snapshot Analysis - Run Analyzer - Fatal Error - SAP Business Objects with Core CAST AIP

*Purpose

This page will guide you to troubleshoot the problem you may face while running the analysis.

For more information, refer to:

- Official documentation
    - 8.3 Documentation - Run and validate the analysis
    - 8.2 Documentation - Execute the Analysis
    - 8.1 Documentation - Execute the Analysis
    - 8.0 Documentation - Execute the Analysis
    - 7.3 Documentation - Execute the Analysis

- Online-help : CAST Management Studio - Help > How To > Regular audience > Run analysis only
- TKB page for INFORMATION GUIDE > CMS Snapshot Analysis

*Observed in CAST AIP

Release	Yes/No
8.3.x	✅
8.2.x	✅
8.1.x	✅
8.0.x	✅
7.3.x	✅

*Observed on RDBMS

RDBMS	Yes/No
Oracle Server	✅
Microsoft SQL Server	✅
CSS3	✅
CSS2	✅

Action Plan

Perform the following steps:

1. If your analysis is crashing with error while runnning the BO analysis , first try to open the unv file in universe design too and check if you are able to open or not.

2. While opening the file if you are getting the error **" The file is corrupted and cannot be opened"** as shown below then the unv file is corrupt and the crash is expected:
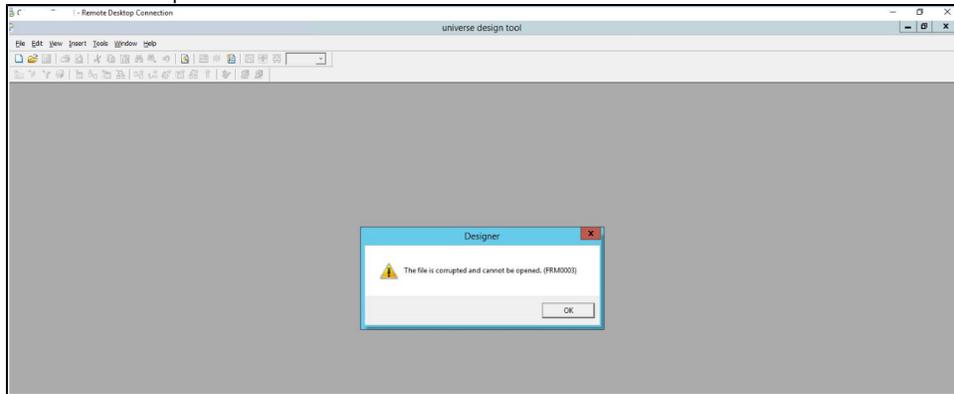
Figure 1

3. If the file is opening fine then check the CAST-MS configuration by following this documentation.
4. Please check the below common errors in BO analysis if your case is matching.

Fatal Error Message	Possible Reasons & Solution
"BO runtime is not installed" error in BO job validation.	This error occurs when validating the BO job configuration. a. Check the version of BusinessObjects installed on the computer doing the analysis. If the version returned is "BOXI R3 (12.0.3.900)", CAST does not support it and as such this is normal behavior. b. If the installed BusinessObjects version is supported by CAST (see CAST Release Notes), then one possibility could c. be that the analyzer was not able to find a BusinessObjects installation via the registry. Please check the following registry en BOXI). If both entries are present, the first entry corresponding to BO6 should be removed: HKEY_CLASSES_ROOT\CLSID{33E93102-9D43-11D1-843F-0000C020EDE3} for BO6 HKEY_CLASSES_ROOT\CLSID{c!

COM Error during Designer login (sqlgmbh) : LoginAs failed End of Business Objects Analysis 'SANA_BO'.
 	
Analysis Failed.
	This error occur while running BO analysis
	The message "COM Error during Designer login (sqlgmbh) : LoginAs failed" is sent by the analyzer.
	The username "sqlgmbh" is provided for the connection, and "LoginAs failed" is the message sent by Designer when trying conne
	
	a. Make sure you entered the correct login & password in the job configuration.
	b. It can also occur if the BO user (option page) do not have enough privilege :
	    i. either use a user with higher privileges (with the right to connect to the Desktop Intelligence module).
	    ii. or deactivate option "Has Deski user rights" in the Business Object Technology in CMS is activated. If activated, unchec
	c. Try to run Cast-MS as an administrator

Internal exception occurred during processing listener CBOAnalyzerAction:: process on instance JOB_BO_ANALYZER #2 : access violation	This error occur when you run the analysis in 8.2.x, x<5. This issue has been fixed in 8.2.5, so the solution is to upgrade CAST AIP to 8.2.5 and make sure to activate the below highlighte more information related to this settings Figure 2
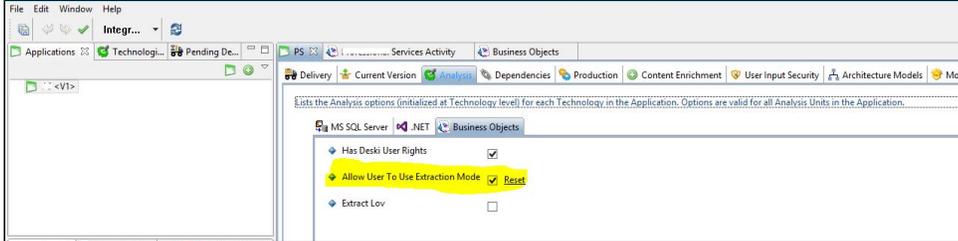
5. If you are using the legacy BO analyzer, then the analysis may have fatal errors such as the following in the log:

Information MODULMSG ; Job execution Starting Business Objects Extraction 'S:\Sources\test.unv'
Information MODULMSG ; Job execution End of Business Objects Extract 'S:\Sources\test.unv'.
Analysis Failed.
If it does, then you need to use the BO standalone extractor instead of the legacy BO analyzer. Please see the documentation here for more information on the BO standalone extractor: CAST SAP BusinessObjects Extractor

If the problem you are facing does not match any case listed in this page, contact CAST Technical Support with below relevant input.

Relevant input

1. Sherlock (CAST Support Tool (CST) - alias Sherlock) : This will provide us the logs and the bases to understand the environment and the information about the problem.
2. Source Code : Required to reproduce the problem on our side to investigate further.
3. Explanation about the problem and supporting screenshots.

Notes/comments

Ticket # 9449 , 10661

Related Pages