

Business Objects
(General Ledger Universe only)

Frequently Asked Questions

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1. What is Business Objects?

Business Objects is an integrated query, reporting and analysis tool that allows you to access data in Vanderbilt University's corporate databases.

Many areas of Vanderbilt use Business Objects in different ways for reporting. Some departments use a web-based platform called **InfoView** to publish reports for you to view and refresh for updated data. Examples of InfoView reports include HR Reports and DMS Reports. Other areas of Vanderbilt use a client installation of Business Objects called **Deski**, which can be used to create custom report queries. If you've been told that you need to "use Business Objects," first determine the type of data you need to access: HR data, General Ledger data, DMS data, AP/PO data, etc. Once you know what type of data you need to access, complete a [Business Objects Security Request Form](#) for the appropriate universe. The form is posted on the Forms Locator webpage at http://www.vanderbilt.edu/stop/forms/uploads/Business_Objects_Security_form.doc..

2. What steps do I need to follow to be set up with Business Objects for the General Ledger (GL) Universe?

Go to the [FIS website](http://www.vanderbilt.edu/fis/Apps/bo.htm) (<http://www.vanderbilt.edu/fis/Apps/bo.htm>) and follow the steps under "Getting Set Up with Business Objects for the GL Universe".

3. How do I get Business Objects GL Universe training?

Formal Business Objects training classes for the GL Universe are offered periodically. To determine whether one is scheduled, click http://www.vanderbilt.edu/fis/Training/bo_classes.htm to consult the FIS website.

Note that you must first request and obtain access to the GL Universe before signing up for training.

If you are looking for training on other Business Objects Universes, check with the department that manages the universe (e.g., HR for training/information on the HR Reports). Note that not all universes require or provide training for their reports.

4. How do I obtain or change my security access?

To use Business Objects, you must request security access initially by filling out a [Business Objects Security Request Form](#), located on the Forms Locator webpage.

5. Why can I not login?

To log in, you need a valid VUnet ID and e-password. To obtain a VUnet ID and e-password, contact your department's technical support person. Click [here](#) to learn more about the VUnet ID requirement and [here](#) to learn more about the e-password requirement on the Information Technology Services (ITS) website.

6. Why do some people query all centers and some can only query a few?

In the financial universes there are sub groupings of Business Objects Users. The Corporate groupings of Accounting, Internal Audit, Finance, and Office of Contracts and Grants are centralized users. Their BO Corp Viewer – General Ledger role

assignment allow them access to all centers available within the General Ledger universe. The Departmental users have General Ledger universe access in Business Objects only to the centers to which they have an eDog or WALDO role assignment.

7. Whom should I contact if I have a question about how to run my reports?

If you're experiencing a problem or have questions regarding features and/or functionality in Business Objects, please contact the VUMC Informatics Support Desk at 343-4357 or log the issue with them through the following webpage: <https://www.mc.vanderbilt.edu/infocntr/helpdesk/secure/emailsvcreq.html>. However, questions regarding building or manipulating reports to solve a business need should be addressed departmentally.

8. Can I be removed from the Business Objects notification?

If you are a Business Objects user, you may periodically receive Business Objects communications. The only way to remove your name from the e-mail distribution list is to have your Business Objects security access removed.

9. Are there user's guides available?

User's guides are available within the help section of the Business Objects application and on the [FIS website](http://www.vanderbilt.edu/fis), at <http://www.vanderbilt.edu/fis/Apps/bo.htm>.

10. What should I do if my BO hourglass appears when logging in and lasts longer than 5 minutes? What if BO suddenly becomes really slow and doesn't respond?

If response times are taking more than 5-10 minutes, please contact the Informatics Support Desk via phone at 343-4357 or log the issue at the following webpage: <https://www.mc.vanderbilt.edu/infocntr/helpdesk/secure/emailsvcreq.html>.

11. What should I do if I have additional FIS-related questions, comments, concerns?

There are many great resources on the [FIS website](http://www.vanderbilt.edu/fis) that may be able to answer your questions. However, if you are unable to find an answer to your question, please contact the Informatics Support Desk by logging your question at the following webpage: <https://www.mc.vanderbilt.edu/infocntr/helpdesk/secure/emailsvcreq.html>. If the question is regarding an urgent matter, you may call the Informatics Support Desk at 343-4357.

12. Which system domain and authentication method should be selected when logging into BO?

System domain: `prodxireports.mis.vanderbilt.edu` (J2EE Portal)
Authentication method: LDAP

13. Should the "Use in Offline Mode" checkbox be selected?

No, this box should be deselected if it has a check in it.