

OKD - Fails to Load Due to a Business Objects Security Error

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Operational KPI Dashboard (OKD) Fails to Load Due to a Business Objects Security Error

Purpose: Follow this procedure when a user report Operational KPI Dashboard (OKD) Fails to Load Due to a Business Objects Security Error.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberBrowser TypeURLDate of IncidentDetailed description of the issue.Screenshots of any errors.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Image of the error page that the user sees when they are not in SSO on the BO Server and they are unable to access to the BO Server
5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

KPI Dashboard

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-ADEX-APPEX-Support L3

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