GSD. Business Intelligence - How to clear the workbook cache in Analysis for Office?

General Information:

Possible symptoms/errors:

User want to know How to clear the workbook cache in Analysis for Office?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

1. Advise user to Close Excel completely and make sure that no workbook is open. Otherwise, the cache might not be deleted completely and any issue that prompted user to empty it might persist.

2. Ask user to open Analysis for Microsoft Excel again from the windows start menu.

3. Navigate user to the File ribbon.

4. Inform user to select Analysis on the far-left column.

5. Ask user to click on the Customize Analysis button and select Options from the dropdown menu.

6. Navigate user to the tab Platform and advise them to click the button Clear the cache.

7. This clears user workbook cache. In order to also clear the connections cache, ask user to click on the button Open folder.

8. After a Windows Explorer window has opened, advise user to copy the following line and paste it into the field as shown below, then hit enter:

%APPDATA%\SAP AG\SAP BusinessObjects Advanced Analysis\cache

9. Ask user to delete all the cache files as shown below.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A