Why am I receiving a SAP BusinessObjects login page after clicking on a report type?

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Symptom

• Receiving a SAP BusinessObjects login screen after choosing a report type to open. The error message reads: Account Information not recognized: Enterprise authentication could not log you on. Please make sure your login information is correct.

Applies to

• WorldShare Reports

Resolution

1. Log out of WorldShare, clear your browser cache and cookies, then try opening the report again.
2. If you are still receiving this login, make sure you have the proper Analytic roles in WorldShare Admin. If you, or someone else at your institution, do not have access to WorldShare Admin, please contact OCLC Support and let them know the username that you are logging in with.

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