

Checking that the BI Cubes have refreshed

Sage 200 Help Sheet





1. Checking that the BI Cubes have Refreshed

When Sage 200 Business Intelligence (BI) is installed and configured for you, typically you will run the reports provided for you by Sage or create your own and you will not need to be too concerned about how the data is being kept up-to-date for accurate reporting.

However, it may be the case that you notice that your reporting results are not up-to-date. There are a couple of checks that you can make before contacting support and you can even bring the data up-to-date yourself. Please carefully consider whether you want to do this during the working day.

When the data returned on your BI report(s) appears to be out-of-date, the first thing to do is check when the BI Cubes refreshed. Your reports will only be as up-to-date as when the BI Cubes were last refreshed as the Cubes are what your reports rely on to work.

Typically, we will configure your BI Cubes to refresh once every day at 3am in the morning. They are configured for this time as the process can be system intensive and if done during the day could impact on your system performance.

2. Logging on to the Sage BI System Administration Tool

You do not necessarily need to log on to the server to determine when the Cubes last refreshed. If you are using BI on your PC then you should be able to join the BI System Administration Tool from there.

Go to Start > All Programs > Sage Tools > Sage 200 > Sage 200 Business Intelligence Administration.

You will be prompted with the following:

🛍 Logon	
sage 200	System Administration
<u>L</u> ogon: Pass <u>w</u> ord:	
	<u>O</u> K <u>C</u> ancel

You can either log on using the MANAGER (with the MANAGER password) or if you're a user with System Administration rights. If you try to log on as yourself and you don't have System Administration rights on Sage 200 then you will see the following error:







3. The Sage 200 BI Admin Utility

Once logged in you will see the following screen. Your screen may differ to the one below if you can see more than one company. The companies you see here are determined by the companies that you have been given access to in Sage 200.

ata 3	Sage200DemoEnvironmen	DemoDataDW	DemoDataASC	13/09/2011 10:36:58

To check when the Cubes were last refreshed simply check the Last Updated date and time which is highlighted above in red. The date and time displayed indicates the last successful refresh of the Cubes. Typically, this date and time should read some time after 3am on the current day.

If the date and time returned is anything other than today then most likely your Cubes haven't refreshed.





4. Manually refreshing the Cubes

Please note: Manually refreshing the Cubes during the day can cause a significant degradation in system performance. It is not recommended that you run a manual refresh during the day but if it is necessary then it is recommended that you choose a time when you can get everyone logged out of Sage 200.

If the Cubes haven't refreshed but there is an urgent need to produce accurate reporting. You can manually refresh the Cubes within the Sage 200 BI Admin Utility by highlighting the company you wish to refresh the cubes for and clicking on the Refresh Cubes button as highlighted below:

🏥 Sage 200 BI Ad	lmin Utility v14.0.44.0)			
Data Ware	ehouse Configu	uration			
Company Name	Company Number	Company Database	Data Warehouse Database	Analysis Services Database	Last Updated
Demo Data	3	Sage200DemoEnvironn	nen DemoDataDW	DemoDataASC	13/09/2011 10:36:58
Setup		Mainta			
Report settings	New warehouse	chedule tasks	ade warehouse Refres	n cubes	Qlose

When the refresh begins you will see a progress bar like that below:

Updating database	

Allow the refresh to run its course and when it completes it will update the date and time held under the Last Updated column.

Further Checks that can be made if the Cubes haven't refreshed (Optional).





5. Sage 200 BI Event Viewer Log

If your cubes have not refreshed and you need to contact Support, you help speed up things by performing one check.

If you're a Systems Administrator and you have log on access to your server then the first port of call is to check your Sage 200 BI Diagnostics Event Log. Launch Event Viewer as per the following screenshot:

Scomputer Management								
Bile Action View Window Help							-	8×
Computer Management (Local)	Туре	Date	Time	Source	Category	Event	User	^
🖻 🌇 System Tools	Information	13/09/2011	10:37:05	Admin Utility	None	0	N/A	
Event Viewer	(1) Information	12/09/2011	10:58:24	Admin Utility	None	0	N/A	
Application	SError	12/09/2011	10:52:14	Admin Utility	None	0	N/A	
Internet Explorer	SError	12/09/2011	10:52:14	Admin Utility	None	0	N/A	
Microsoft-Windows-Porwarding/Operational	8 Error	12/09/2011	10:47:00	Admin Utility	None	0	N/A	
Microsoft Office Sections	8 Error	12/09/2011	10:47:00	Admin Utility	None	0	N/A	
(d) Same 200 BL Diagnostics	(1) Information	07/09/2011	10:06:24	Admin Utility	None	0	N/A	
til Security	Information	24/08/2011	12:40:39	AU/Scheduled Tasks	None	0	N/A	
11 System	Information	24/08/2011	12:03:09	Admin Utility	None	0	N/A	
N Windows PowerShell	(1) Information	10/08/2011	14:48:53	Admin Utility	None	0	N/A	
General Folders	Error	10/08/2011	14:33:33	Admin Utility	None	0	N/A	
Local Users and Groups	Error	10/08/2011	14:33:33	BI Core	None	0	N/A	
Performance Logs and Alerts	Error	10/08/2011	14:33:33	BI Core	None	0	N/A	
Device Manager	Information	10/08/2011	14:28:50	Admin Utility	None	0	N/A	
🖻 🛅 Storage	Information	10/08/2011	14:28:50	Admin Utility	None	0	N/A	
🕀 🔐 Removable Storage	8 Error	10/08/2011	14:20:36	Admin Utility	None	0	N/A	
— Bisk Defragmenter	Error	10/08/2011	14:20:36	BI Core	None	0	N/A	
Disk Management	Error	10/08/2011	14:20:36	BI Core	None	0	N/A	
Services and Applications	(1) Information	25/07/2011	15:03:40	Admin Utility	None	0	N/A	
	Information	25/07/2011	14:34:16	Admin Utility	None	0	N/A	
	Information	22/07/2011	11:14:57	Admin Utility	None	0	N/A	
	Error	22/07/2011	11:09:13	Admin Utility	None	0	N/A	
	Information	22/07/2011	11:02:18	Admin Utility	None	0	N/A	
	() Information	22/07/2011	10:54:06	Admin Utility	None	0	N/A	-
	Information	06/07/2011	13:51:57	Admin Utility	None	0	N/A	
	Information	30/06/2011	12:08:11	Admin Utility	None	0	N/A	×
	<		jaj.					>

If your BI Cubes have failed to refresh then there may be a log of it here with more detail as to why it has failed. Please forward details of any errors relating to the failing of the refresh to Support when logging a ticket.

It may be the case that you will be able to resolve the issue yourself based on the error returned.





6. Task Scheduler

The overnight running of the refresh of the Sage 200 BI Cubes is initialised by a Windows Scheduled Task.

This Task will have been created when we created your BI Cubes for the first time.

It could be that there is potentially an issue with the Scheduled Task failing to run. On Windows Servers, the Scheduled Task History maintains a log of the Task. If there is a problem with the Task then it should be logged under the History tab as highlighted below. You can forward on any errors reported here to the Datel Support Team for investigation if required.

Task Scheduler								
File Action View Help								
• 🔿 🙎 📅 📓 🖬								
Task Scheduler (Local)	ame	Status Trig	Next R	Last Run Time La	st R Author	Created		
Arsk Scheduler Litkary Microsoft Windows Windows Defender	Sage 200 BI	Ready		Never	WIN	22/09/2011 10:37:18	8	
	1							
	ieneral Triog	er Actions C	anditions [Se	Hinar History	31			
	Names I mgg	ers Accounts C	ondidons se	ounds mistory			(2	
	Name: J	sage 200 bi						
	Authon 1							
	Description: Ulodate damo Data cube							
	- Security optic	ons						
I	When running the task, use the following user account: WINTV2010\manager							
	@ Run only	when user is log	ged on					
	C Run whet	ther user is logge	d on or not					
	[Dong	ot store password	I. The task wi	I only have access	s to local resour	ces	-	
	E Run with	highest privilege	s					
							1.	

