

▶ **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When the data returned on your BI report(s) appears to be out-of-date, the first thing to do is check when the BI Cubes refreshed.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.

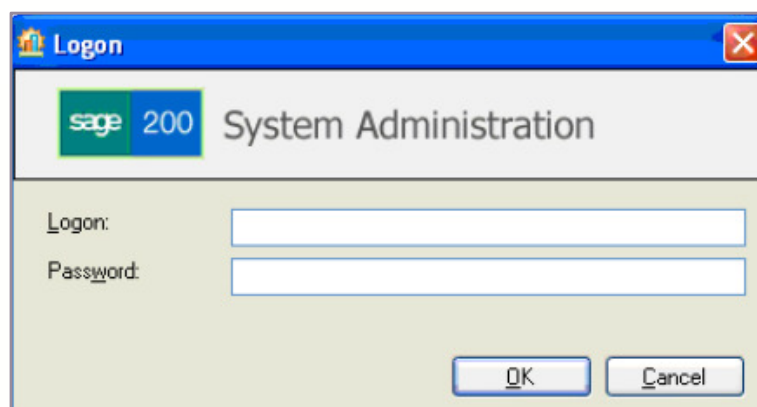
Typically, we will configure your BI Cubes to refresh once every day at 3am in the morning. They are configured for this time as the process can be system intensive and if done during the day could impact on your system performance.

2. Logging on to the Sage BI System Administration Tool

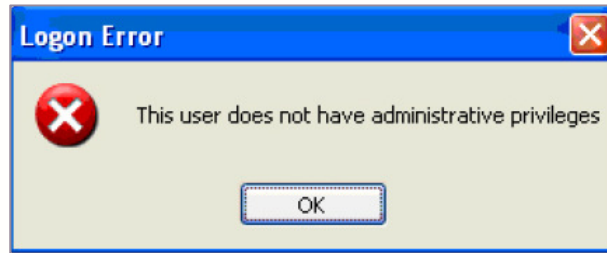
You do not necessarily need to log on to the server to determine when the Cubes last refreshed. If you are using BI on your PC then you should be able to join the BI System Administration Tool from there.

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

You will be prompted with the following:

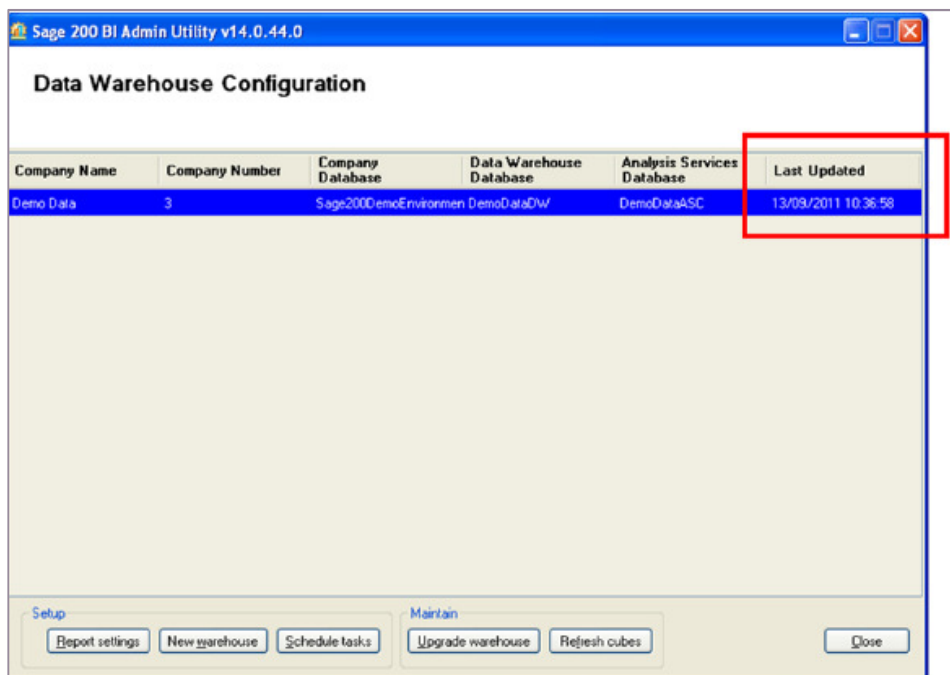


You can either log on using the MANAGER (with the MANAGER password) or if you're a user with System Administration rights. If you try to log on as yourself and you don't have System Administration rights on Sage 200 then you will see the following error:



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.

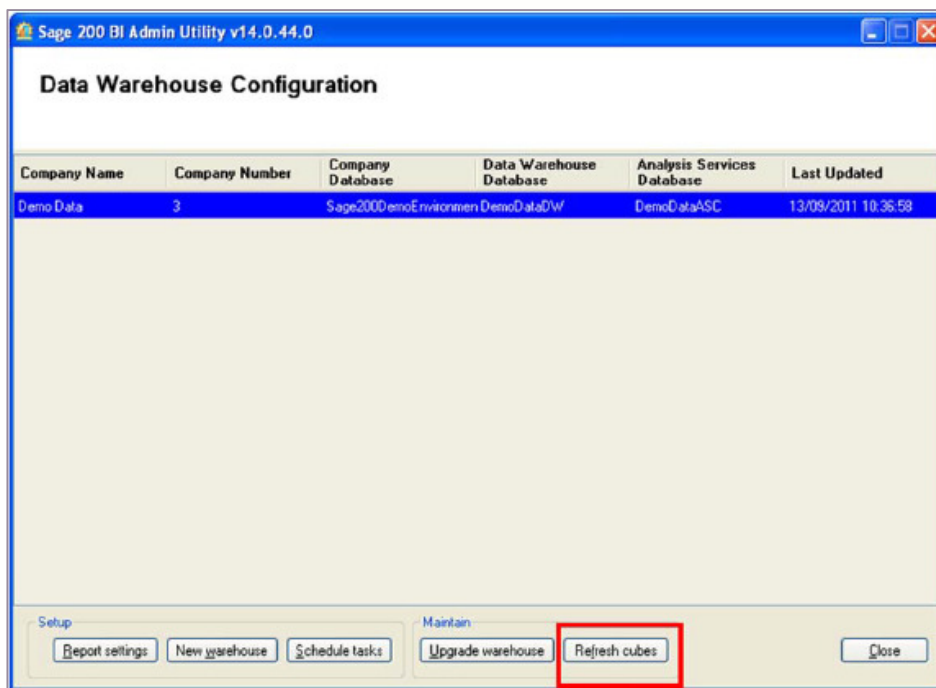


To check when the Cubes were last refreshed simply check the **Last Updated** date and time which is highlighted above in red. The date and time displayed indicates the last successful refresh of the Cubes. Typically, this date and time should read some time after 3am on the current day. If the date and time returned is anything other than today then most likely your Cubes haven't refreshed.

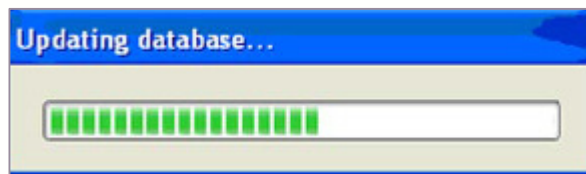
4. Manually refreshing the Cubes

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:



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



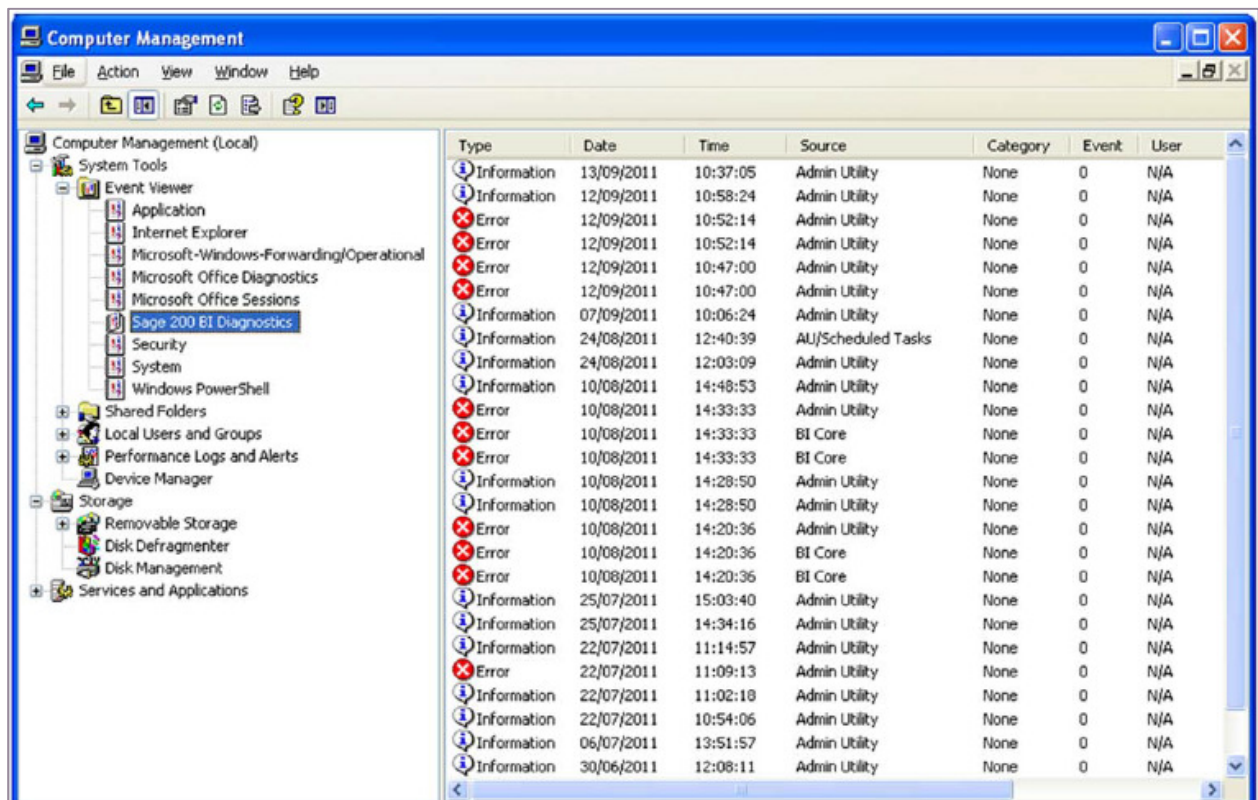
Allow the refresh to run its course and when it completes it will update the date and time held under the **Last Updated** column.

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:



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.

