

How to Resolve Login Errors with Business Objects XI

1. In Internet Explorer, navigate to <https://reports.case.edu>
2. Ensure that "User name" is set to your Case network ID (i.e. krm33)
3. Ensure that "Password" contains your password for your network ID, typed in correctly.
4. Ensure that "Authentication" is set to "LDAP."

Log On to InfoView

Welcome to Business Objects

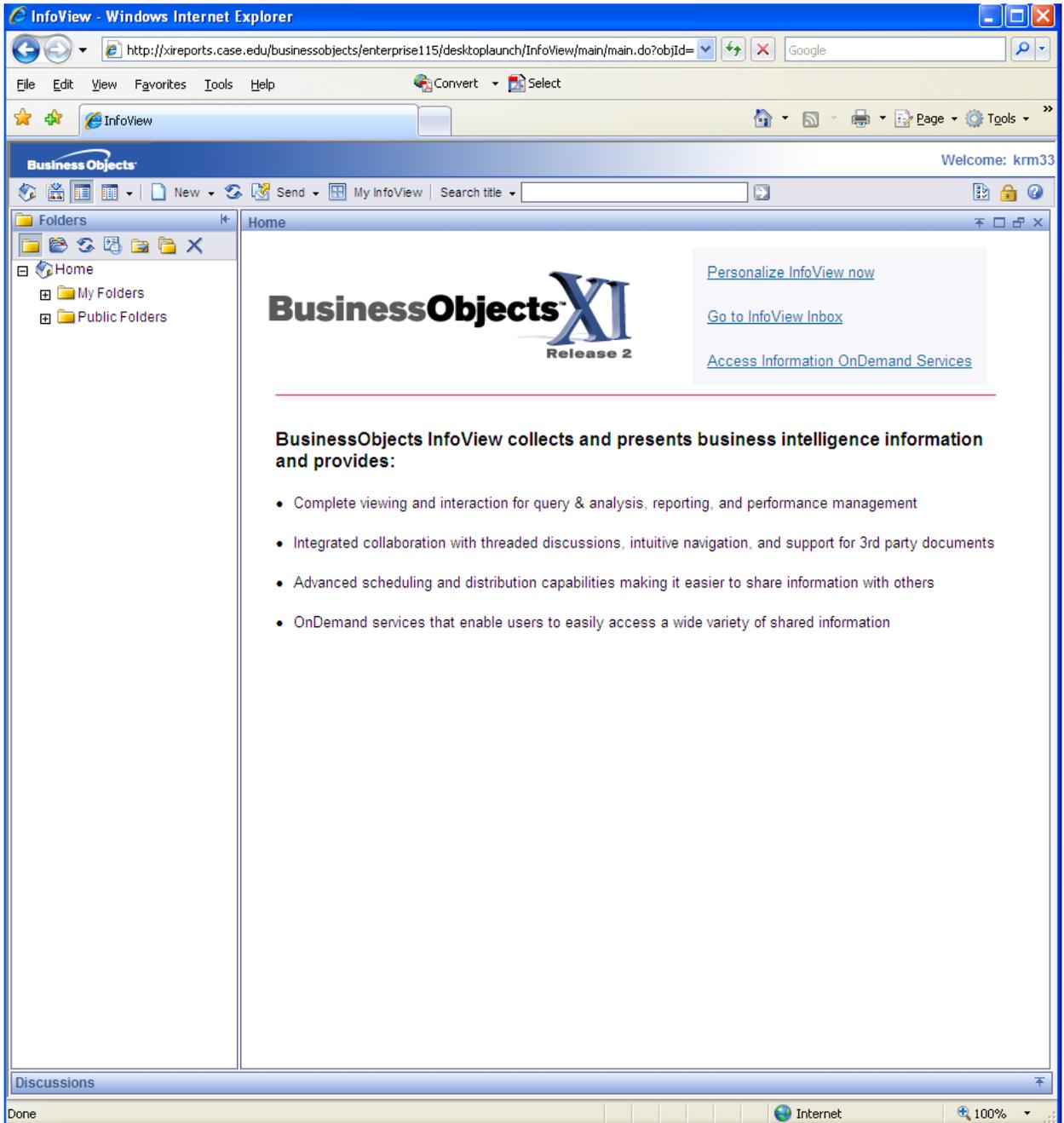
Enter your user information and click Log On.
(if you are unsure of your account information, contact your system administrator)

User name:

Password:

Authentication:

5. If you are able to log in, you should see a screen like the following one. If you are able to log in successfully, you do not need to follow the rest of the instructions in this document.



6. If you see the following screen, it means that you had “Enterprise” selected as the authentication type, rather than “LDAP.” If you see this screen, make sure to select “LDAP” from the Authentication drop down:

Log On to InfoView

Welcome to Business Objects

• **Account Information Not Recognized: An error occurred at the server : Enterprise authentication could not log you on. Please make sure your logon information is correct.**

Enter your user information and click Log On.
(if you are unsure of your account information, contact your system administrator)

User name:

Password:

Authentication:

7. You may also see the following screen if you are unable to log in:

Log On to InfoView

Welcome to Business Objects

• **Account Information Not Recognized: LDAP Authentication could not log you on. Please make sure your logon information is correct. If your account is under any root other than DC=ads, DC=case, DC=edu you must enter your dn.**

Enter your user information and click Log On.
(if you are unsure of your account information, contact your system administrator)

User name:

Password:

Authentication:

8. This can happen for a couple different reasons. The first is that the password was typed in incorrectly. Try logging in again, ensuring that your caps lock is not on, and that the Authentication type is LDAP.
9. If this does not resolve the issue, it is likely because your LDAP password is not synced with Active Directory. To check to see if this is the case, use Case’s password verification utility which is located at <https://its-services.case.edu/my-case-identity/password/check/>
10. Enter your Case network ID and password in the appropriate boxes. The utility will then check to see if your password is synced with Active Directory. If this is the case, you will see a screen that looks like this:

Internet Explorer window: Password Check Results - Windows Internet Explorer

Address bar: <https://its-services.case.edu/my-case-identity/password/check/pwdCheck.cgi>

Page Title: Password Check Results

Navigation: CASE.EDU: HOME | DIRECTORIES | SEARCH

Logo: CASE WESTERN RESERVE UNIVERSITY EST. 1826

Section: INFORMATION TECHNOLOGY SERVICES

Menu: ITS Home | Help Desk | Services | Automated Tools | Departments | News | About ITS

MIDDLEWARE SERVICES ENGINEERING

Services Provided:

- Network & Net ID Tools
- Email/Voicemail Services
- Calendar Services
- Directory Services
- Network Management (ITS Only)
- Statistics Pages

SEARCH ITS:

ID/Password information for krm33

<input checked="" type="checkbox"/>	Password Verification	OK	Active Directory password IS synced
<input checked="" type="checkbox"/>	Password "Goodness" Check	Good	
<input checked="" type="checkbox"/>	Last PWD Change	07/17/2008 (131 days)	OK
<input checked="" type="checkbox"/>	Security Q & A Recorded	Yes	We have a security question and answer on record for you. Your security question and answer replace your SSN and birth date as an alternate method of proving your identity when you use the password reset page . If you have forgotten your question or answer, or just wish to change it, please visit the security question change page .
<input checked="" type="checkbox"/>	Password Expires	01/13/2009 (49 days)	OK

Contact ITS
Page Last Updated: Monday September 10, 2007 at 08:54:31

Middleware Engineering | 10900 Euclid Avenue | Cleveland, Ohio 44106 | Part of: [Information Technology Services](#)
©2007 Case Western Reserve University | Cleveland, Ohio 44106 | 216.368.2000 | [legal notice](#)

Done | Internet | 100%

11. If your password is not synced, you will see the following screen. Notice that your password may pass all necessary verifications, but it may NOT be synced with Active Directory.

Case Western Reserve University
EST. 1826
INFORMATION TECHNOLOGY SERVICES

ITS Home | Help Desk | Services | Automated Tools | Departments | News | About ITS

MIDDLEWARE SERVICES ENGINEERING

Services Provided

- Network & Net ID Tools
- Email/Voicemail Services
- Calendar Services
- Directory Services
- Network Management (ITS Only)
- Statistics Pages

SEARCH ITS:

SEARCH

ID/Password information for krm33

<input checked="" type="checkbox"/>	Password Verification	OK	Active Directory password is NOT synced
<input checked="" type="checkbox"/>	Password "Goodness" Check	Good	
<input checked="" type="checkbox"/>	Last PWD Change	11/25/2008 (0 days)	OK
<input checked="" type="checkbox"/>	Security Q & A Recorded	Yes	We have a security question and answer on record for you. Your security question and answer replace your SSN and birth date as an alternate method of proving your identity when you use the password reset page . If you have forgotten your question or answer, or just wish to change it, please visit the security question change page .
<input checked="" type="checkbox"/>	Password Expires	05/24/2009 (180 days)	OK

Contact ITS
Page Last Updated: Monday September 10, 2007 at 08:54:31

[Middleware Engineering](#) | 10900 Euclid Avenue | Cleveland, Ohio 44106 | Part of: [Information Technology Services](#)
©2007 Case Western Reserve University | Cleveland, Ohio 44106 | 216.368.2000 | [legal notice](#)

Done Internet 100%

12. In order for your password to sync up with Active Directory, it must meet ALL of the following criteria:
 - Must have eight or more characters
 - Must include at least three of the following four types of characters:
 - Uppercase letters
 - Lowercase letters
 - Numerals
 - Punctuation
 - May not contain your network ID (user krm33 cannot have a password of 22W\$ffkrm33 since it contains “krm33”)
 - May not contain three or more consecutive characters of your full name (a user named Kyle Marvin cannot have a password of 22W\$ffvin since it contains “vin” which is a substring of Kyle Marvin)
 - May not be the same as your previous password
13. If your password does not meet all of those criteria, proceed to Step 18. If your password meets all of those criteria, you can sync it with Active Directory without changing it. To do this, use the password reset utility which is located at <https://its-services.case.edu/my-case-identity/password/reset/>
14. Enter your Case network ID in the appropriate box and click submit. You will then be asked your security question if you have previously set a security question and answer. If not, you will be asked to do so.
15. After answering the security question, you will be directed to the following page. Enter your password into the two password boxes, and ensure that the “Sync my Active Directory password” box is checked. Then click change.

Network ID Password Reset Page - Windows Internet Explorer

https://its-services.case.edu/my-case-identity/password/reset/

File Edit View Favorites Tools Help Convert Select

ITS Network ID Password Reset Page

CASE.EDU: HOME | DIRECTORIES | SEARCH

CASE WESTERN RESERVE UNIVERSITY EST. 1826

INFORMATION TECHNOLOGY SERVICES

ITS Home | Help Desk | Services | Automated Tools | Departments | News | About ITS

MIDDLEWARE SERVICES ENGINEERING

Services Provided

Network & Net ID Tools

- Net ID Activation
- PIN Retrieval Tool
- Verify Password
- Change Password
- Reset Password
- Change Security Question
- Self Registration
- System Lookup
- System Release
- Hostname Change
- Hostname Request
- Static-IP Request
- Static-IP Release
- Static-IP Renewal

Email Services

- Calendar Services
- Directory Services
- Network Management (ITS Only)
- Statistics Pages

SEARCH ITS:

SEARCH

CASE Password Reset

If you have forgotten your Case Password, you can use this tool o reset it.

First, enter your Case Network ID and click the "Submit" button. You will be asked to verify your identity by providing your [Security Question and Answer](#), or if you have never entered one, by providing your current Case ID # (Social Security Number) without hyphens, and your date of birth. If you have not previously entered a Security Question and Answer, you will be prompted to provide one.

Upon successful verification of your identity, you will be allowed to enter and verify your current password (or a new one if you have forgotten your current password). The password you enter will become your active password and may be used immediately.

Conforming Password:

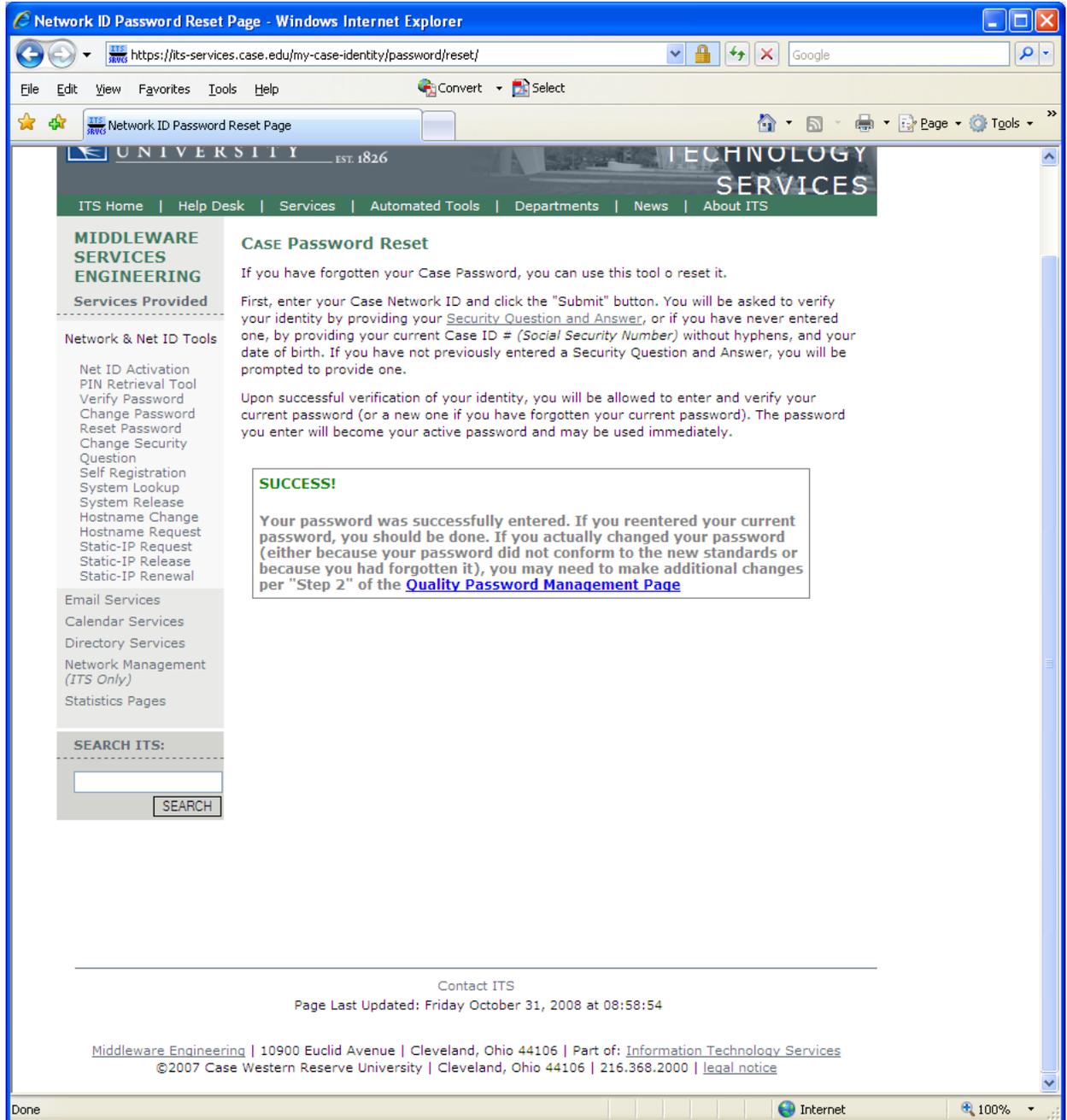
Verify Conforming Password:

Sync my Active Directory password:

Contact ITS

Internet 100%

16. If successful, you will see the following page. If you see this message, you should now be able to log in to Business Objects XI with no further problems. If you do not receive this message, and your password meets all of the password criteria stated above, you may need to contact the ITS Help Desk at 216-368-4357 for further assistance.



17. If your password does not meet the Active Directory password criteria, you will have to change your password. To do this, use the password change utility which is located at <https://its-services.case.edu/my-case-identity/password/change/>

18. Enter your Case network ID in the appropriate box, and enter your current password in the appropriate box. Then enter your new, conforming password in the next two boxes. Make sure that the “Sync my Active Directory password” checkbox is checked. Then click change. It may take a minute for the password change to take effect.

The screenshot shows a web browser window titled "ITS Password Change Page - Windows Internet Explorer". The address bar contains the URL "https://its-services.case.edu/my-case-identity/password/change/". The page header includes the Case Western Reserve University logo and "INFORMATION TECHNOLOGY SERVICES". The main content area is titled "ITS Password Change Page" and contains the following text:

You can use this page to change the password associated with your Case Network ID. Changing this password will affect access to services provided by Information Technology Services, e.g., downloading e-mail from mail.case.edu, login to Case-only webpages on www.case.edu and its-services.case.edu, etc.

If your Case Network ID is being used by servers in other departments, changing this password will not cause the password to change on other departments' servers.

Read about how to [pick a good password](#).

Your Case Network ID:

Your Current Password:

New Conforming Password:

Verify New Conforming Password:

Sync my Active Directory password:

Below the form, there are links for [Having trouble with this form?](#), [Did your Active Directory password fail to sync?](#), and [Forgot your password? Click here to reset it](#).

The footer contains the text: "Page Last Updated: Wednesday October 29, 2008 at 08:41:26" and "©2007 Case Western Reserve University | Cleveland, Ohio 44106 | 216.368.2000 | [legal notice](#)".

19. If your new password does not comply with all of the password criteria, your password will not be changed, and you will receive a message explaining why your password did not meet the criteria.

ITS Password Change Page - Windows Internet Explorer

https://its-services.case.edu/my-case-identity/password/change/changePassword.cgi

ITS SERVICES

ITS Password Change Page

CASE.EDU: HOME | DIRECTORIES | SEARCH

CASE WESTERN RESERVE UNIVERSITY EST. 1826

INFORMATION TECHNOLOGY SERVICES

ITS Home | Help Desk | Services | Automated Tools | Departments | News | About ITS

MIDDLEWARE SERVICES ENGINEERING

Services Provided

Network & Net ID Tools
Email/Voicemail Services
Calendar Services
Directory Services
Network Management (ITS Only)
Statistics Pages

SEARCH ITS:

SEARCH

ITS Password Change Page

You can use this page to change the password associated with your Case Network ID. Changing this password will affect access to services provided by Information Technology Services, e.g., downloading e-mail from mail.case.edu, login to Case-only webpages on www.case.edu and its-services.case.edu, etc.

If your Case Network ID is being used by servers in other departments, changing this password will not cause the password to change on other departments' servers.

Read about how to [pick a good password](#).

Password Change Failed:
isGoodPw: Active Directory passwords may not contain 3 or more consecutive characters of your full name (vin)

Click [here](#) to go back and start again.

[Having trouble with this form?](#)

Did your Active Directory password [fail to sync?](#)

Forgot your password? [Click here to reset it](#)

Contact ITS
Page Last Updated: Wednesday August 27, 2008 at 07:44:56

[Middleware Engineering](#) | 10900 Euclid Avenue | Cleveland, Ohio 44106 | Part of: [Information Technology Services](#)
©2007 Case Western Reserve University | Cleveland, Ohio 44106 | 216.368.2000 | [legal notice](#)

Done Internet 100%

20. If successful, you will see the following page. If you see this message, you should now be able to log in to Business Objects XI with your new password with no further problems. If you do not receive this message, and your password meets all of the password criteria stated above, you may need to contact the ITS Help Desk at 216-368-4357 for further assistance.

ITS Password Change Page - Windows Internet Explorer

https://its-services.case.edu/my-case-identity/password/change/changePassword.cgi

Case Western Reserve University EST. 1826

INFORMATION TECHNOLOGY SERVICES

ITS Home | Help Desk | Services | Automated Tools | Departments | News | About ITS

MIDDLEWARE SERVICES ENGINEERING

Services Provided

- Network & Net ID Tools
- Email/Voicemail Services
- Calendar Services
- Directory Services
- Network Management (ITS Only)
- Statistics Pages

SEARCH ITS:

ITS Password Change Page

You can use this page to change the password associated with your Case Network ID. Changing this password will affect access to services provided by Information Technology Services, e.g., downloading e-mail from mail.case.edu, login to Case-only webpages on www.case.edu and its-services.case.edu, etc.

If your Case Network ID is being used by servers in other departments, changing this password will not cause the password to change on other departments' servers.

Read about how to [pick a good password](#).

Success!
[Having trouble with this form?](#)
[Did your Active Directory password fail to sync?](#)
[Forgot your password? Click here to reset it](#)

Contact ITS
Page Last Updated: Wednesday August 27, 2008 at 07:44:56

[Middleware Engineering](#) | 10900 Euclid Avenue | Cleveland, Ohio 44106 | Part of: [Information Technology Services](#)
©2007 Case Western Reserve University | Cleveland, Ohio 44106 | 216.368.2000 | [legal notice](#)