## 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."

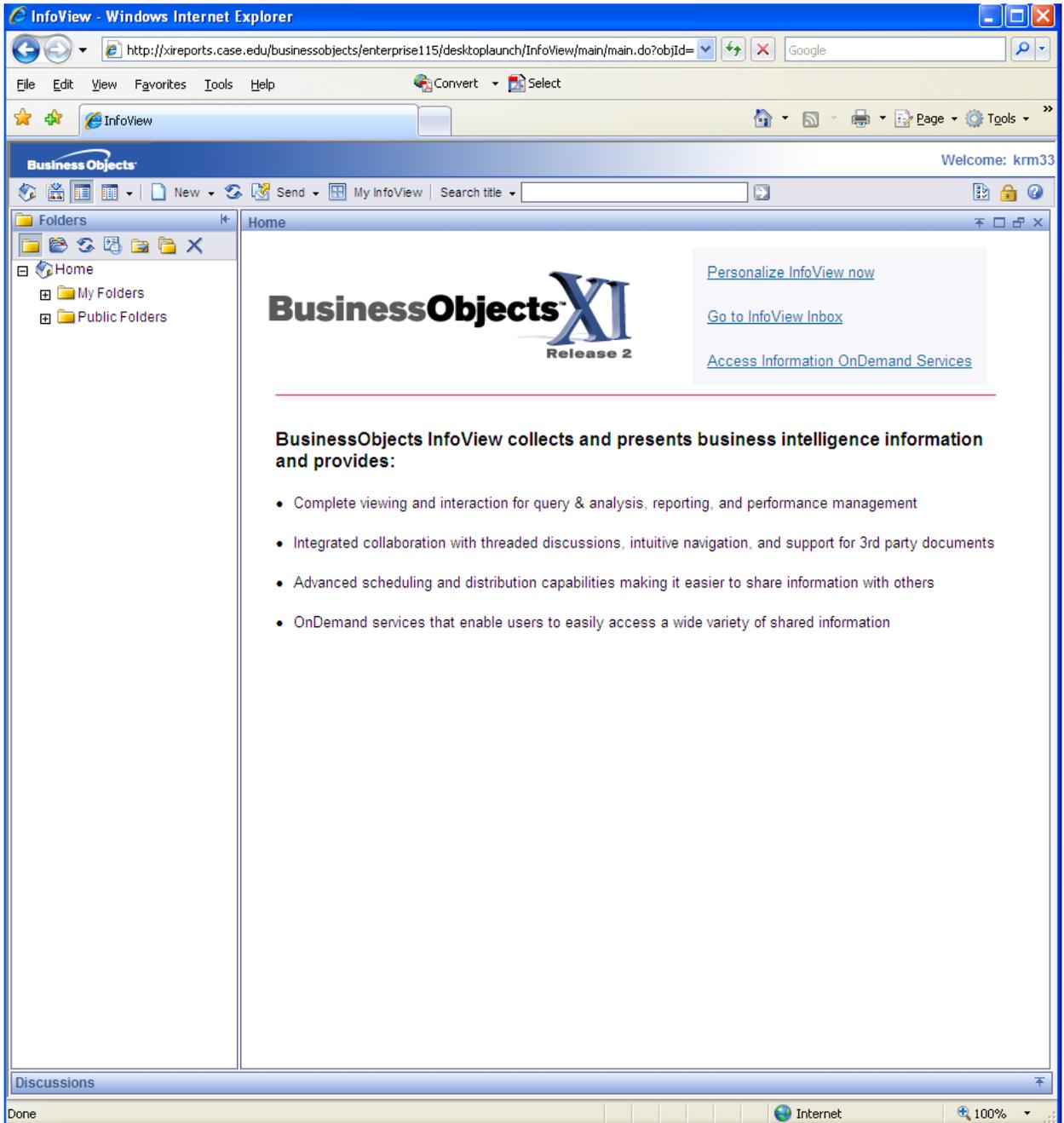

**Log On to InfoView**

**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: | nxm191 |
| Password: | |
| Authentication: | LDAP |

Log On

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:



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



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:

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### ID/Password information for krm33

| ☑ | Password Verification | **OK** | Active Directory password **IS** synced |
| ☑ | Password "Goodness" Check | | **Good** |
| ☑ | Last PWD Change | 07/17/2008 **(131 days)** | **OK** |
| ☑ | 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. |
| ☑ | Password Expires | 01/13/2009 **(49 days)** | **OK** |

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Contact ITS

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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.

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:
     o Uppercase letters
     o Lowercase letters
     o Numerals
     o 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.

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

File   Edit   View   Favorites   Tools   Help            Convert      Select

Network ID Password Reset Page

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## 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:   ●●●●●●●●●●●●

change

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.
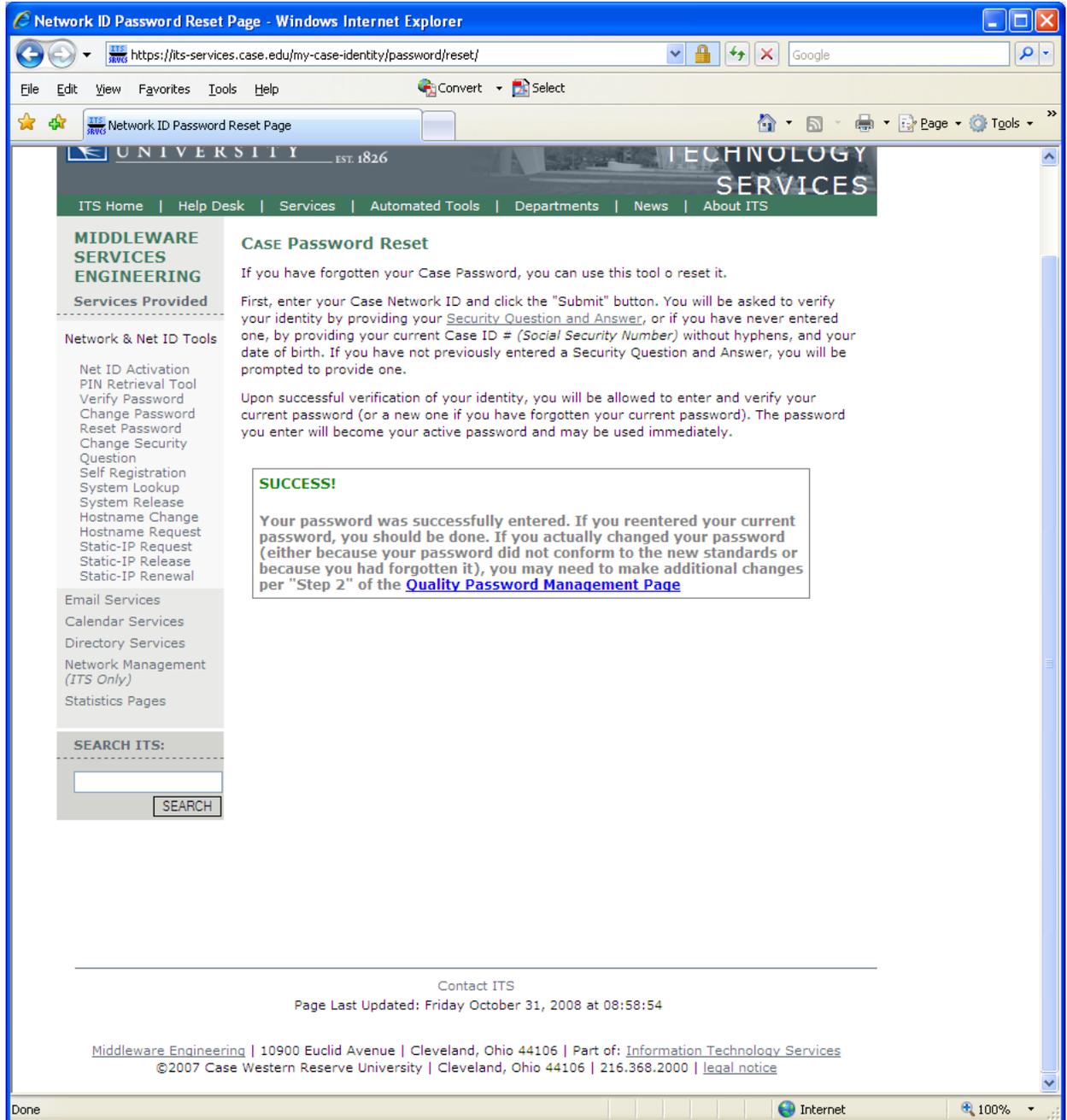


17. If your password does not meet the Active Directory password criteria, you will have to change your password.  To do this, use the password change utility which is located at https://its-services.case.edu/my-case-identity/password/change/

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.

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.

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.