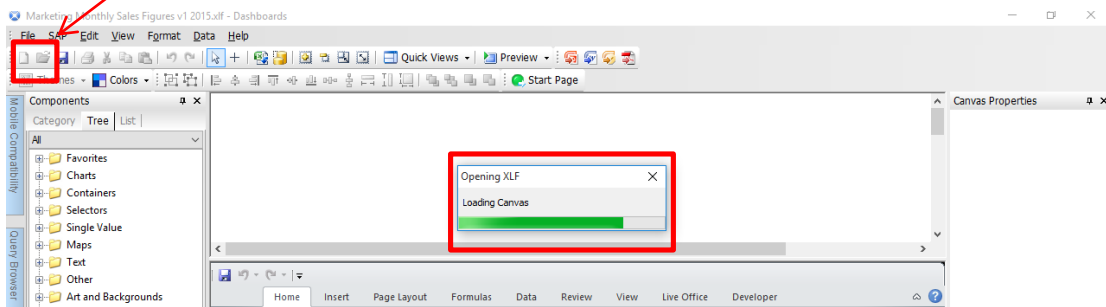


SAP Dashboard Design 2013/4.1

Issue

- Unable to create or open a Dashboard
- Loading Canvas
- New and Open buttons greyed out

Open a dashboard *.xlf file from a machine or open a file from the start page.
Notice that **New** and **Open** button greyed out and can't be used.



Environment

- SAP Dashboard Design 2013/4.1
- Microsoft Windows 10
- MS Excel 2010 (32-bit)

The cause

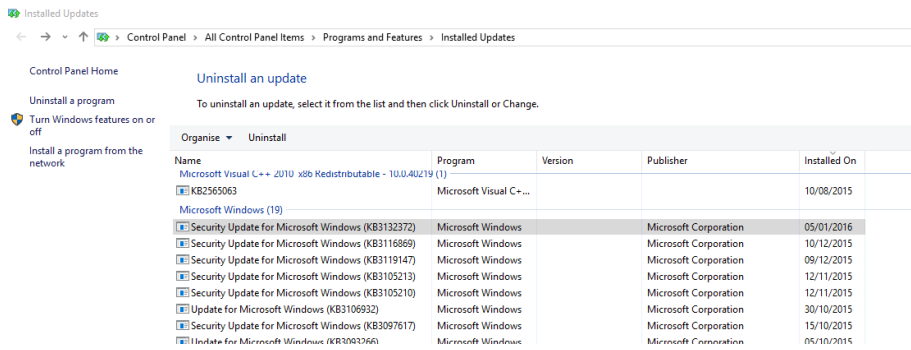
It is caused by a flash player bug.

This happened due to a MS Windows Security Update to Flash that was installed on 04/01/2016

How to resolve it

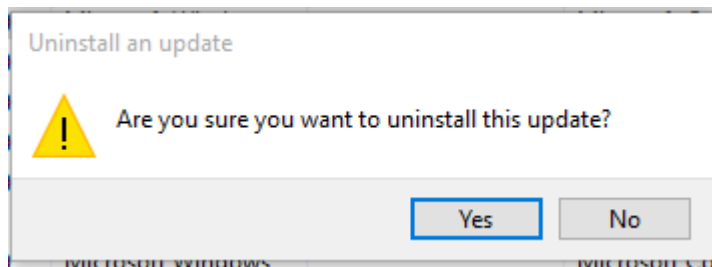
1. Go to the Control Panel > Program and Features > Installed Updates
2. Find this windows update: Security Update for Microsoft Windows (KB3132372)

Bring Information to Life

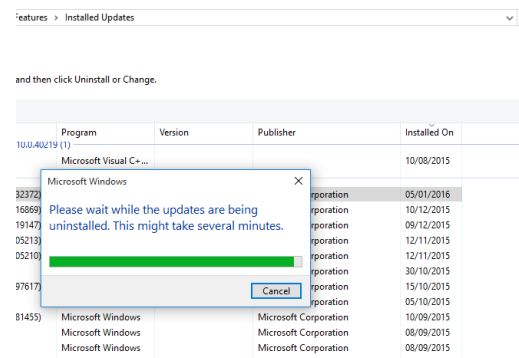


3. Highlight the update in the list then click uninstall

4. It will prompt to ask whether you want to go ahead with the uninstall, select yes

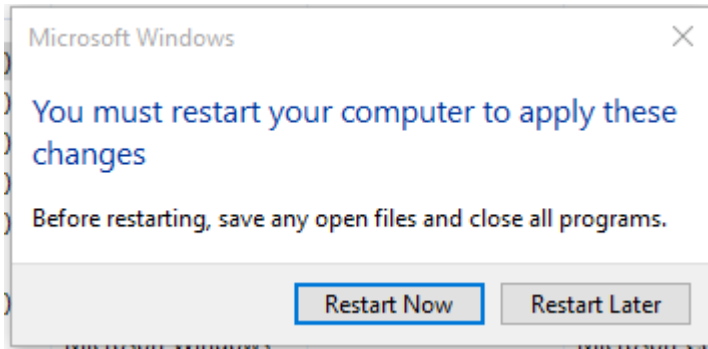


This will uninstall the update



It will then prompt to ask you to restart the machine, select restart now, for the changes to take effect

Bring Information to Life



5. Once restarted, open SAP Dashboard Design 2013/4.1 and you can open and create Dashboards

DSCallards
© 2016

Visit www.dscallards.com or www.thebusinessobjectspeople.com

Bring Information to Life