BrioQuery Error

BrioQuery is one of the SOM reporting tools for business intelligence. When you attempt to connect to BAN1 (Banner) using BrioQuery, and receive an error that "ban1.oce" does not exist. Use the instructions below.

Step-by-step guide

1. Ensure the user has Banner access. If the user is unsure, he or she likely does not have Banner access. Banner access can be tested here: https://www.sis.yale.edu:4443/forms/frmservlet
   *The user's supervisor or a colleague who has Banner access, must submit the Banner access request form to SFAS, if he or she does not have access.
   **Banner credentials use the NetID, but the password is not necessarily the user's Yale NetID password. It can be different.

2. Ensure BrioQuery was installed properly, according to BrioQuery Client Installation

3. Have the user replicate the error and make note of the directory indicated in the error; it will differ by computer and user.

4. Exit BrioQuery

5. On the user's computer, navigate to: "\yapdfs01\admapps\Brio\brioQry\Open Catalog Extensions"

6. Copy ban1.oce to the directory on the user's computer indicated in the error message from step 3.

7. Launch BrioQuery. You may be prompted to convert ban1.oce to UNICODE; do so. You'll see the option to connect to ban1.oce. Connect and have the user logon with his or her Banner credentials.

8. Successful connection is indicated by "dumbbell" icon in lower right corner of the BrioQuery window. If the connection was not established, this will be indicated by a "dumbbell" icon broken by a red x.

9. If connection was unsuccessful, ensure BrioQuery is allowed through the Windows Firewall.

10. If connection was unsuccessful and BrioQuery is allowed through the Windows Firewall, escalate to tier 2.

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