

# BusinessObjects XI Release 2

Recovering Desktop Intelligence document after receiving error:  
“You are not authorized to use this document (FRM0008)”

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## Overview

This technical document explains how to recover a Desktop Intelligence document after receiving error “You are not authorized to use this document (FRM0008)”.

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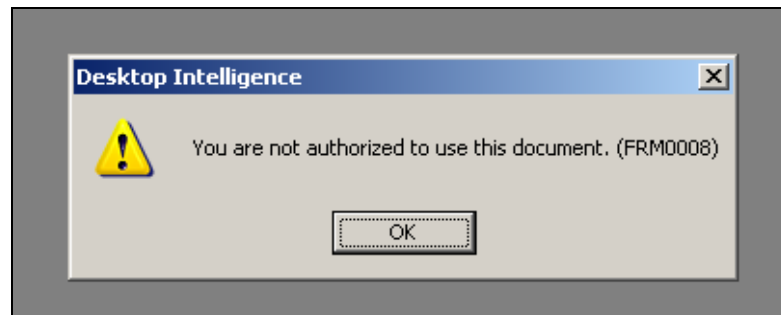
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## Introduction

When exporting a Desktop Intelligence document to the Central Management Server (CMS) a security link is created between the local document and exported copy. If the document is deleted from the CMS the security link is broken and users will not be able to open the local copy. Instead the following error message will appear upon opening: "You are not authorized to use this document (FRM0008)". Refer to Figure 1.

The security link can be rebuilt by creating a temporary document and replacing that document's instance in the File Repository Server (FRS) with the local copy of the corrupted document.

**Figure 1**



## Steps to recover the document

### Create a temporary Desktop Intelligence document

Begin by creating a temporary document called "temp1". This only needs to be a very basic document. Save to a convenient location with the file name "temp1.rep".

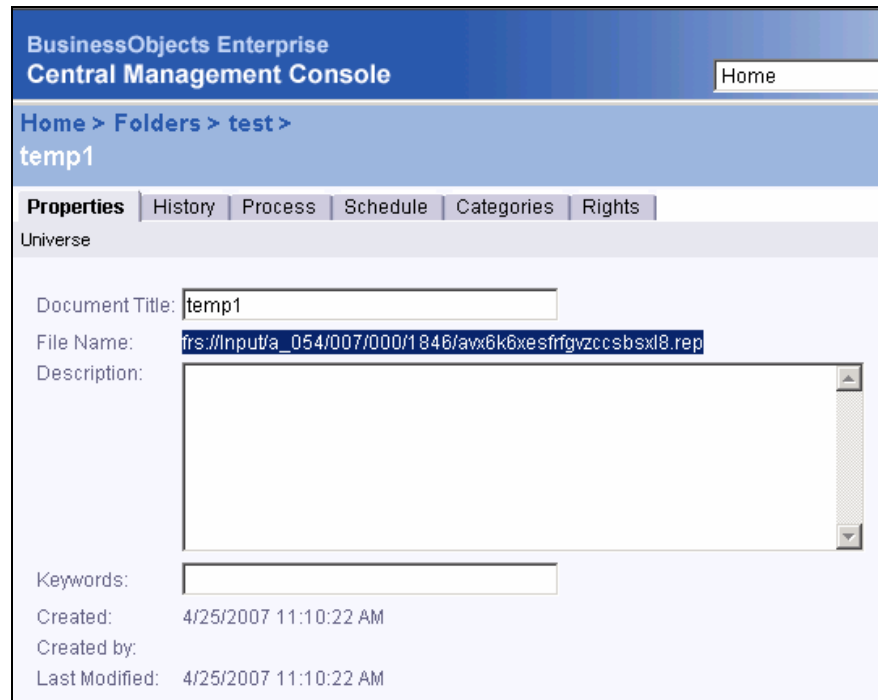
Export this document to the CMS.

### Locate temporary document in the FRS

Log into the Central Management Console (CMC) and open the properties page for the temp1.

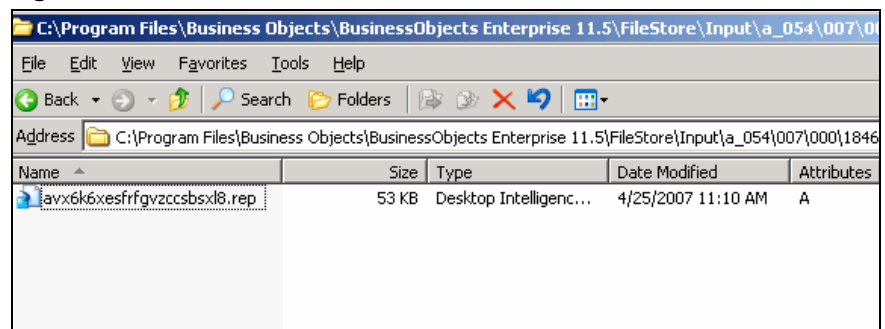
Make a note of the "File Name" which shows the document's location in the FRS. (See figure 2)

Figure 2



Using the path noted in the CMS, locate the file in the Input FRS. On a default installation the path to the Input FRS would be *C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\FileStore\Input*

Figure 3



### Replace temporary document with the original

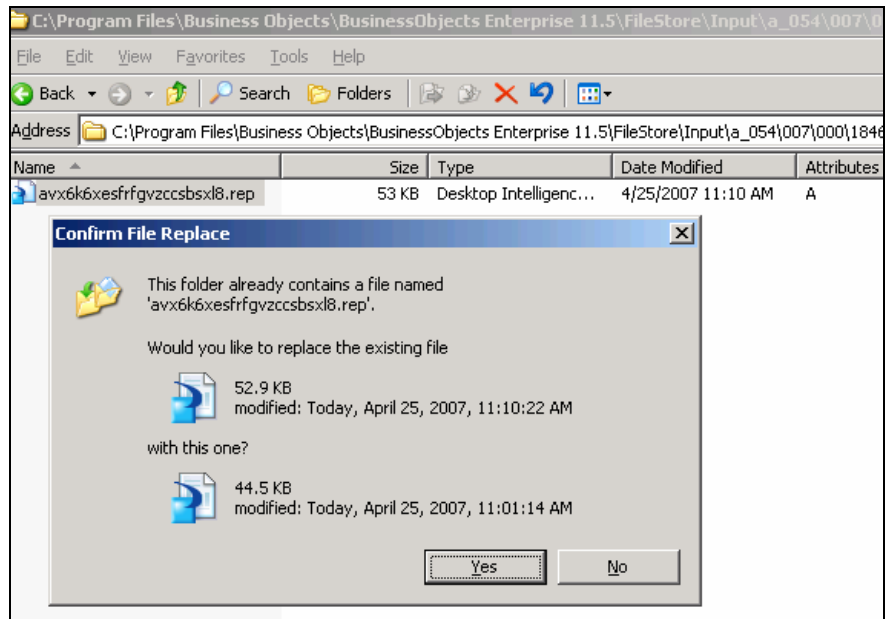
Copy the file name of the temporary document in the FRS. Find the original document on your local system and rename it with the file name you copied from the FRS.

#### CAUTION

Create a backup copy of the original document file before attempting this procedure.

Copy the original, renamed document to the FRS and overwrite the temporary document. (See figure 4)

Figure 4



### Import and recover original document

Open Desktop Intelligence and import temp1 from the CMS. This should be your original document and not the temporary document exported earlier. Save this document; overwriting the original corrupted copy.

You now have recovered your document.

## How to prevent this error

### After exporting to the CMS

After exporting the Desktop Intelligence document to the CMS the local copy will have a security link to the remote copy. To remove this link from the local copy you can simply overwrite the local copy by clicking **File > Save as**. In the **Save** dialog box select the **Save for all users** checkbox.

### After importing from the CMS

When a Desktop Intelligence document is imported from the repository it is automatically saved and has a security link to the CMS. To remove this link from the local copy you can simply overwrite the local copy by clicking **File > Save as**. In the **Save** dialog box select the **Save for all users** checkbox.

## Finding more information

For more information and resources, refer to the product documentation and visit the support area of the web site at

<http://www.businessobjects.com/>

► [www.businessobjects.com](http://www.businessobjects.com)

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