

# 2558269 - "Can't generate the chart. (PS 50002)" when charting on a second dimension in Explorer

Version	5	Type	SAP Note
Language	English	Master Language	English
Priority	Correction with medium priority	Category	Program error
Release Status	Released for Customer	Released On	15.02.2018
Component	BI-RA-EXP ( Polestar, Explorer )		

Please find the original document at <https://launchpad.support.sap.com/#/notes/2558269>

## Symptom

- When selecting a second dimension in the visualization pane of SAP BusinessObjects Explorer, sometimes the application displays an error.  
The error message is: "It was not possible to retrieve a new chart from the server. Can't generate the chart. (PS 50002)".
- When selecting a second dimension, sometimes the application displays values that shouldn't be linked together (for example: displaying the city New York for the Texas state)

## Other Terms

BO, IS, UNV

## Reason and Prerequisites

### Steps to duplicate

1. Log into SAP BusinessObjects Explorer,
2. Create a new Information Space on the sample efashion universe using [Store name], [Year] and [Sales revenue],
3. Index newly created Information Space,
4. Once indexing is successful, explore the data,
5. In the bottom pane where chart is displayed, select [Store name] from the second drop down menu,
6. Data is displayed without any error in the chart,
7. Now for 'By:', select [Year] => an error message is displayed: "It was not possible to retrieve a new chart from the server. Can't generate the chart. (PS 50002)".

## Cause

When application requests a chart, there are 3 use cases about 'TOP' criteria:

1. If  $\text{sizeOf}(\text{dim}) < \text{TOP}$ , then all values of dim will be displayed. No 'others' value will be computed -  $\text{sizeOf}(\text{dim}) == \text{number of members of dim}$
2. If  $\text{sizeOf}(\text{dim}) > \text{TOP}$ , 'others' value is computed and 2 sub use cases occurs (ex: EFashion/City(11) TOP 2):
  - If dim is the second dim ('By'), 2 conditions rises :
    1. The set of members of 2nd dim (ex:City) is the same for every members of 1st dim (ex:Year) - ex: (2004:{NewYork, Houston}; 2005:{NewYork, Houston})

2. The set of members of 2nd dim (ex:City) is NOT the same for every members of 1st dim (ex:Year) - ex : (2004:{NewYork, Houston}; 2005:{NewYork, Chicago})

Issue is about situation 2.2 above and if dim is the 1st dim and sizeOf(dim)>TOP

## Solution

The issue has been fixed in the patches listed in the "Support Packages & Patches" section below.

The "Support Packages & Patches" section will be populated with the relevant patch levels once they are released.

For Business Intelligence Platform maintenance schedule and strategy, see the Knowledge Base Article 2144559 in References section.

## Software Components

Software Component	Release
ENTERPRISE	420 - 420
ENTERPRISE	430 - 430

## Other Components

Component	Description
BI-RA-EXP-ACC	Explorer, accelerated version

## Support Package Patches

Software Component Version	Support Package	Patch Level
SBOP BI PLATFORM SERVERS 4.3	SP000	000000
SBOP BI PLATFORM SERVERS 4.2	SP004	000006
SBOP BI PLATFORM SERVERS 4.2	SP006	000000
SBOP BI PLATFORM SERVERS 4.2	SP005	000100

This document refers to

SAP Note/KBA	Title
2144559	<a href="#">Maintenance/Forward Fit Strategy and Schedule for BOE XI3.1 and BI4.x</a>

## Attachments

File Name	File Size	Mime Type
chart_error.png	77	image/png
chart_error1.png	65	image/png

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