

# 3299450 - While refreshing a web intelligence document from Chrome 110+ or Microsoft Edge 110+ the web page keeps loading indefinitely.

<b>Version</b>	15	<b>Type</b>	SAP Note
<b>Language</b>	English	<b>Master Language</b>	English
<b>Priority</b>	Correction with high priority	<b>Category</b>	Program error
<b>Release Status</b>	Released for Customer	<b>Released On</b>	14.02.2023
<b>Component</b>	BI-RA-WBI-FE ( Front End/Client )		

Please find the original document at <https://launchpad.support.sap.com/#/notes/3299450>

## Symptom

- While refreshing a web intelligence document from Google Chrome Version 110+ or Microsoft Edge Version 110+ the web page keeps loading indefinitely Launchpad.

## Other Terms

Webi, Webintelligence, loop, unable, blocked, latest, new version

## Reason and Prerequisites

### Environment:

- SAP BusinessObjects Business Intelligence Platform 4.2 Support Package 09 Patch 12
- Web Intelligence

### Steps To Reproduce:

1. Logon to BI Launchpad from Chrome or Edge browser version 110+
2. Open any Web intelligence document
3. Refresh it  
>>Refreshing the report never ends

### Other workflows impacted:

- After other additional tests, it appears that the following functionalities are not working
  - Edit as geography (by Name & Longitude Latitude)
  - Reset geography
  - Ranges
  - Insert a shared object
  - Add a comment cell in report
  - Big numbers
  - Add a comment to an existing cell
  - Disable/enable Hana online mode
  - Refresh with prompts
  - Apply an input control value

### Cause:

- This issue is caused by a defect in Google Chrome Version 110+ or Microsoft Edge Version 110+ frame APIs

## Solution

- Google has released a new version of Chrome, **Version 110.0.5481.100**, which contains a fix that resolves the issues. If using the latest version of Chrome is not possible, a fix for BI is planned as noted below, along with workarounds.

This issue is fixed in the patches listed in the "Support Packages & Patches" section below.

Due to different internal processes, the "Support Packages & Patches" section of the SAP Note will be populated as below:

- for fixes delivered in "Support Packages": immediately (even if the "Support Package" is planned to be released several months later)
- for fixes delivered in "Patches": **ONLY** once the "Patch" is released **AND** available on SMP (not before)

For Business Intelligence Platform maintenance schedule and strategy see the Knowledge Base Article [2144559](#) in References section.

## Workarounds:

- Use Fiorified UI instead of the classic one (if no document editing is necessary)
- Use WebI Rich client
- Use a non Chromium based browser (Firefox, IE11, Safari)
- Downgrade Chrome or Edge to a previous version

## Additional Information:

- A case has been submitted at Google, and a updated Chrome release is now available (see above).
- A fix for SAP BusinessObjects Business Intelligence Platform 4.2 Support Package 09 will be included in the upcoming Support Package 09 Patch 13 release.

## Software Components

Software Component	Release
ENTERPRISE	420 - 420

## This document refers to

SAP Note/KBA	Title
2144559	BI 4.x Maintenance Strategy & Schedule

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