



## TRACELINK UNIVERSITY

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# Troubleshoot a problem in Report Builder

This topic answers some common troubleshooting scenarios. [Contact TraceLink](#) to suggest additional scenarios to include.

### **I cannot see the data in my solution's reports or dashboards**

To see the contents of a report or dashboard in a solution, you must have a role for that solution that includes access to the report or dashboard in the side menu and the data displayed in the report or dashboard. If you can select the report or dashboard, but it is empty, then your role does not have access to the data. Contact your Administrator for assistance in finding the correct role.

### **I cannot see all the items in the menu**

Administrators assign roles that limit users' access to different functions. Depending on the role assigned, users might not see certain items in the main menu, network composer, or side menu. If you cannot see an item that you should see based on a role, verify that you are assigned the correct role. If you still cannot see the appropriate menu items, work with your System Administrator to ensure that you are assigned the correct roles and permissions.

### **An item I added or edited is not displaying**

If you are looking for an item you added or for the edits you made to an item, you

might not see them right away. A banner message displays that confirms your updates will display shortly. If you want to see the updates, wait a minute or two before refreshing the page, and your updates will be reflected.

## Related Content



### What's new in the Report Builder 2025.1.0 release

Explore what's new in the Report Builder 2025.1.0 release.

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This topic describes the steps required to view reports and dashboards and change how the data in the reports and dashboards is displayed.

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