TRACELINK UNIVERSITY

Troubleshoot a problem in Report Builder

This topic answers some common troubleshooting scenarios. Contact TraceLink to suggest additional scenarios to include.

General

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

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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.

Query Objects

I cannot see the expected data in my report

If a report does not display the expected data, review the following:

- Ensure the From Attribute and To Attribute contain matching values. Data is returned only when these fields store the same reference values.

  Example: If a Purchase Order uses Order Number and the related acknowledgement uses Reference Order Number, both fields must contain the same value (e.g. 12345) for the records to be linked.

- Ensure the selected Direction matches how the data is referenced between objects.

- Select fields that represent the same data across objects (for example, Order Number and Reference Order Number).

- Ensure the selected objects are actually related through the chosen fields.

- Verify that data exists in both objects for the selected report criteria.

- Ensure the query object is in the Released state.

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After making updates, save the query object (if changes are made) and re-run the report.

My query object, report, or dashboard does not display data

If data is not displayed, verify the following at the query object level:

- The query object returns data based on the selected objects and relationships.
- Data exists in the selected business objects for the given criteria.
- The query object is in the Released state.

I cannot edit my query object

If a query object cannot be edited, verify that the query object is in the Edit state. Query objects in the Released state cannot be modified directly. To make changes, create a new version of the query object and update it in the Edit state.

My changes are not reflected after updating a query object

If changes are not reflected, verify that the query object was updated in the Edit state and saved successfully. If the query object was previously released, ensure that a new version was created before making changes.

Reports

My report or dashboard does not display data

If a report does not display data, verify the following at the report level:

- The report returns data when run independently.

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- Report criteria such as Process Network, Partners, or date ranges are not restricting the data.

- All required filter values are selected before applying the filters.

Filters do not update all results in my report

If filters do not update all results, verify the following:

- The selected filters are based on fields that exist in the report.

- All required filter values are selected and applied.

Filters apply only to data elements that contain the selected fields.

My report takes a long time to load

Reports may load slowly when all available columns are selected in the Report Criteria, especially in reports with a large number of columns. Selecting all columns increases the amount of data the system must retrieve and display. To improve performance, select only the columns required for your use case.

My report shows incorrect or unrelated data from multiple lists

If a report displays incorrect rows or shows unrelated data from two or more lists, the lists may not be mapped correctly. Use the Column Mapper section in Report Criteria to define the correct mapping fields. Correct column mapping ensures that only matching data from each list is displayed and prevents unrelated records from appearing in the report.

I cannot edit my report

If a report cannot be edited, verify that the report is in the Edit state. Reports in the Released state cannot be modified directly. To make changes, create a new

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version of the report and update it in the Edit state.

My changes are not reflected after updating a report

If changes are not reflected, verify that the report was updated in the Edit state and saved successfully. If the report was previously released, ensure that a new version was created before making changes.

Dashboards

My dashboard does not display any data

If a dashboard does not display any data, verify the following:

- The reports used in the dashboard return data when run independently.
- Dashboard filters such as Process Network or Partners are not restricting the data.
- All required filter values are selected before applying the filters.

Some sections in my dashboard are blank

If one or more sections in a dashboard are blank, verify the following:

- The report added to the section contains data.
- Dashboard filters do not exclude data for that specific report.

Dashboard filters do not update all elements in my dashboard

If dashboard filters do not update all elements, verify the following:

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- The reports in the dashboard share common fields used by the filter.
- Filters are applied after selecting the required values.

Filters apply only to reports that contain the selected fields.

A chart in my dashboard does not display correctly

If a chart does not display correctly, verify the following:

- The selected chart type is compatible with the report data.
- The report includes appropriate fields for visualization, such as numeric fields for charts.
- Required grouping or aggregation is applied in the report.

I cannot edit my dashboard

If a dashboard cannot be edited, verify that the dashboard is in the Edit state. Dashboards in the Released state cannot be modified directly. To make changes, create a new version of the dashboard and update it in the Edit state.

My changes are not reflected after updating a dashboard

If changes are not reflected, verify that the dashboard was updated in the Edit state and saved successfully. If the dashboard was previously released, ensure that a new version was created before making changes.

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This topic answers some common troubleshooting scenarios.

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