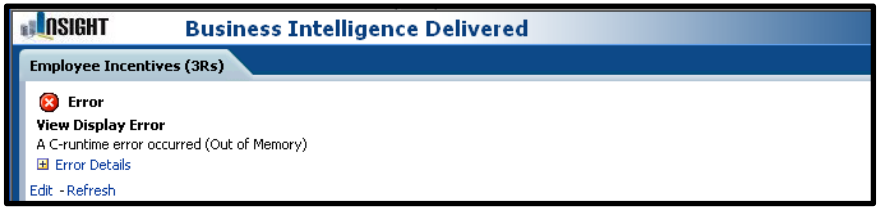
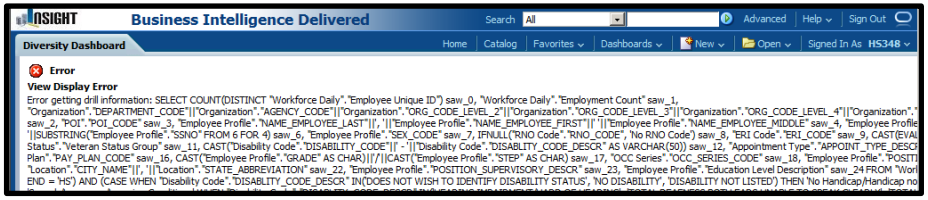
Common *Insight* Operational Tips

Below are situations you may encounter while working in *Insight.* Each item is accompanied by an operational tip(s) you can take to resolve the issue in order to continue your work in *Insight*. If you are still encountering difficulties after following the recommended tips, please contact the *NFC Help Desk at 1-855-632-4468*. *Items with an asterisk are currently being reviewed by our technical team.

Situation and Screenshot	Description	Operational Tips
A C Runtime Message* 	A C Runtime Error Occurred (Out of Memory)	1. Memory/Connection Issue. Please log issue with Help Desk
Drill-Down Message 	Drill-down information was not available within the dashboard	1. Your *Insight* role may not give you the ability to see drill-down information within the dashboard. Contact the Help Desk to ensure your *Insight* security privileges are accurate

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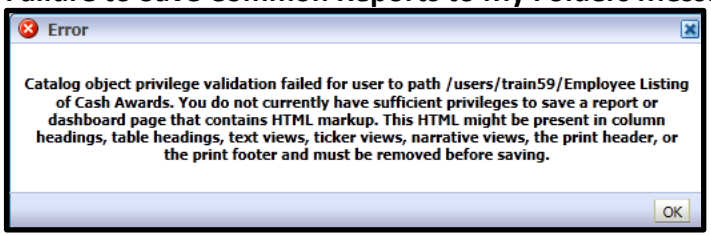
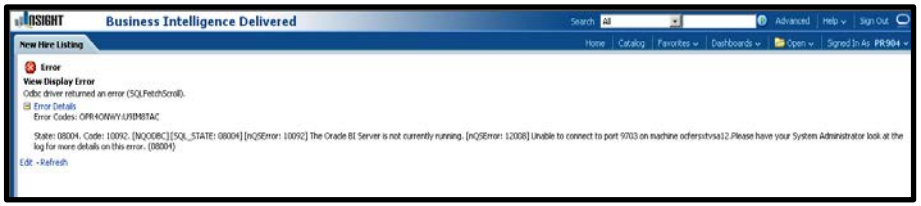
Exceeded Maximum Output Message 	Report/Dashboard exceeded configured maximum number of allowed output for prompts, sections, rows, or columns	1. Navigate back to the ***Prompts*** page 2. Make additional prompt selections that will narrow your results 3. Click **OK**
Failure to Save Common Reports to My Folders Message* 	User is unable to save reports to My Folders	1. Your *Insight* role may not give you the ability to save Dashboard Pages with HTML content. Contact the Help Desk to ensure your *Insight* security privileges are accurate
Inconsistent State Message 	*Insight* may be in an inconsistent state and previously performed actions may not be saved. ***Note:*** *Continuously save work in Insight to prevent this error message*	1. Log out of *Insight* 2. Log back in and begin from the home page **OR** 1. Refresh the browser

Situation and Screenshot	Description	Operational Tips
Navigate Away from Page Alert 	User is attempting to navigate away from a page before user has completed or saved updates	1. Click **Done** if in the ***Layout*** pane 2. Click the **Save** or **Save As** icon if in the ***Criteria*** tab **AND/OR** 1. Allow *Insight* to completely update based on users requested actions
No Results Message 	The prompts selected did not return any data	1. Navigate back to the ***Prompts*** page 2. Ensure the prompt selection accurately expands data 3. Click **OK**
Oracle BI Server Message 	Oracle BI Server is momentarily unavailable ***Note:*** *If the issue persists, contact the Help Desk*	1. Wait 1-2 minutes 2. Repeat the previously attempted action

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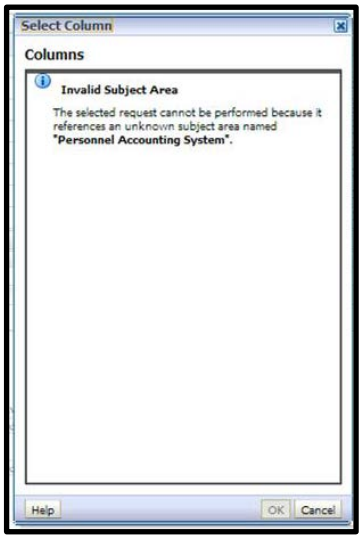
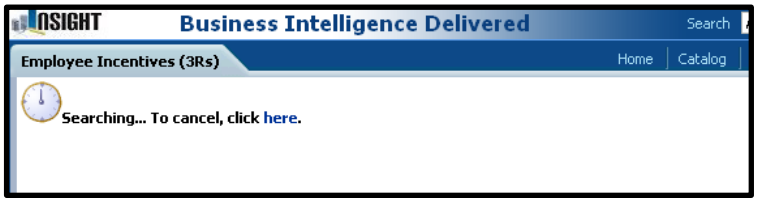
Prompt Message 	The new report prompt is not linking to the correct Subject Area ***Note**: This error is only applicable to Workforce Profile and Payroll Accounting System reports*	1. Click the **New** icon 2. Select an existing data element from the Column Prompt drop-down menu 3. Click the **Edit Formula** icon from the Edit Prompt window 4. Delete the Current Data Element from the ***Column Formula*** workspace and select the desired data element from the ***Subject Areas*** pane 5. Click **OK** 6. Make the desired prompt customizations in the Edit Prompt window
Adding Data Elements in Workforce Profile*	Including the following data elements in Workforce Profile reports may remove employees from a report. • Save Grade	1. Do not include employee count or create employee listing reports with Save Grade as a data element.

Situation and Screenshot	Description	Operational Tips
Searching Message 	Report or Dashboard did not return results and is searching for more than 30 seconds ***Note:*** *Allow 10-15 minutes for reports with more than 100,000 employees*	1. Wait 5 minutes for the system to run the data 2. Click the **here** hyperlink to cancel the query 3. Navigate back to the ***Prompts*** page 4. Reenter the prompt selections 5. Click **OK** 6. If error still occurs, navigate back to the ***Prompts*** page 7. Narrow prompt selections 8. Click **OK**