

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
INSIGHT Business Intelligence Delivered		with Help Desk
Employee Incentives (3Rs)		
Serror View Display Error A C-runkime error occurred (Out of Memory) ⊞ Error Details Edit - Refresh		
Drill-Down Message	Drill-down information was not available within the dashboard	 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
Image: Stick Interview Business Intelligence Delivered Search M Advanced Help v Sign Out O Diversity Dashboard Home Catalog Favorites v Dashboard v Image: Sign Out O Image: Sign Out O Image: Sign Out O Image: Sign Out Image: Sign Out		



Situation and Screenshot	Description	Operational Tips
Exceeded Maximum Output Message © Error View Display Error Exceeded configured maximum number of allowed output prompts, sections, rows, or columns. Error Details	Report/Dashboard exceeded configured maximum number of allowed output for prompts, sections, rows, or columns	 Navigate back to the <i>Prompts</i> page Make additional prompt selections that will narrow your results Click OK
Failure to Save Common Reports to My Folders Message* Fror Catalog object privilege validation failed for user to path /users/train59/Employee Listing of Cash Awards. You do not currently have sufficient privileges to save a report or dashboard page that contains HTML markup. This HTML might be present in column headings, table headings, text views, ticker views, narrative views, the print header, or the print footer and must be removed before saving.	User is unable to save reports to My Folders	 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 Fror Your session has been reinitialized. This page may be in an inconsistent state. K	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	 Log out of <i>Insight</i> Log back in and begin from the home page <u>OR</u> Refresh the browser



Situation and Screenshot	Description	Operational Tips
Navigate Away from Page Alert Windows Internet Explorer Are you sure you want to navigate away from this page?	User is attempting to navigate away from a page before user has completed or saved updates	 Click Done if in the <i>Layout</i> pane Click the Save or Save As icon if in the <i>Criteria</i> tab
There is pending request to the server. Press OK to continue, or Cancel to stay on the current page. OK Cancel		 AND/OR Allow Insight to completely update based on users requested actions
No Results Message INSIGNT Business Intelligence Delivered Search All O Advanced Help v Sign Out O Leave Lump Sum Pay Liability Managerial Report, Drill Hone Catalog Favorites v Dashboards v New v Signed in As LC178 v Iden v Signed in As LC178 v No Results The specified criteria dich treault in any data. This is often caused by applying filters and/or selections that are too restrictive or that contain incorrect values. Please check your Analysis Filters and try again. The filters currently being applied are shown below.	The prompts selected did not return any data	 Navigate back to the <i>Prompts</i> page Ensure the prompt selection accurately expands data Click OK
Oracle BI Server Message	Oracle BI Server is momentarily unavailable Note: If the issue persists, contact the Help Desk	 Wait 1-2 minutes Repeat the previously attempted action



Situation and Screenshot	Description	Operational Tips
Select Column Image:	The new report prompt is not linking to the correct Subject Area <i>Note:</i> This error is only applicable to Workforce Profile and Payroll Accounting System reports	 Click the New icon Select an existing data element from the Column Prompt drop-down menu Click the Edit Formula icon from the Edit Prompt window Delete the Current Data Element from the Column Formula workspace and select the desired data element from the Subject Areas pane Click OK 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 	 Do not include employee count or create employee listing reports with Save Grade as a data element.



INSIGHT ENTERPRISE REPORTING

Situation and Screenshot	Description	Operational Tips
Searching Message Search Business Intelligence Delivered Search C Imployee Incentives (3Rs) Home Catalog Searching To cancel, click here.	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	 Wait 5 minutes for the system to run the data Click the here hyperlink to cancel the query Navigate back to the <i>Prompts</i> page Reenter the prompt selections Click OK If error still occurs, navigate back to the <i>Prompts</i> page Narrow prompt selections Click OK