

## **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	<b>Operational Tips</b>
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	<ol> <li>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</li> </ol>
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	<b>Operational Tips</b>
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	<ol> <li>Navigate back to the <i>Prompts</i> page</li> <li>Make additional prompt selections that will narrow your results</li> <li>Click <b>OK</b></li> </ol>
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	<ol> <li>Your Insight role may not give you the ability to save Dashboard Pages with HTML content.</li> <li>Contact the Help Desk to ensure your Insight security privileges are accurate</li> </ol>
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	<ol> <li>Log out of <i>Insight</i></li> <li>Log back in and begin from the home page</li> <li><u>OR</u></li> <li>Refresh the browser</li> </ol>



Situation and Screenshot	Description	<b>Operational Tips</b>
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	<ol> <li>Click <b>Done</b> if in the <i>Layout</i> pane</li> <li>Click the <b>Save</b> or <b>Save As</b> icon if in the <i>Criteria</i> tab</li> </ol>
There is pending request to the server. Press OK to continue, or Cancel to stay on the current page. OK Cancel		<ul> <li>AND/OR</li> <li>Allow Insight to completely update based on users requested actions</li> </ul>
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	<ol> <li>Navigate back to the <i>Prompts</i> page</li> <li>Ensure the prompt selection accurately expands data</li> <li>Click <b>OK</b></li> </ol>
Oracle BI Server Message	Oracle BI Server is momentarily unavailable <b>Note:</b> If the issue persists, contact the Help Desk	<ol> <li>Wait 1-2 minutes</li> <li>Repeat the previously attempted action</li> </ol>



Situation and Screenshot	Description	<b>Operational Tips</b>
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	<ol> <li>Click the New icon</li> <li>Select an existing data element from the Column Prompt drop-down menu</li> <li>Click the Edit Formula icon from the Edit Prompt window</li> <li>Delete the Current Data Element from the Column Formula workspace and select the desired data element from the Subject Areas pane</li> <li>Click OK</li> <li>Make the desired prompt customizations in the Edit Prompt window</li> </ol>
Adding Data Elements in Workforce Profile*	<ul> <li>Including the following data elements in Workforce</li> <li>Profile reports may remove employees from a report.</li> <li>Save Grade</li> </ul>	<ol> <li>Do not include employee count or create employee listing reports with Save Grade as a data element.</li> </ol>



#### INSIGHT ENTERPRISE REPORTING

Situation and Screenshot	Description	<b>Operational Tips</b>
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 <b>Note:</b> Allow 10-15 minutes for reports with more than 100,000 employees	<ol> <li>Wait 5 minutes for the system to run the data</li> <li>Click the here hyperlink to cancel the query</li> <li>Navigate back to the <i>Prompts</i> page</li> <li>Reenter the prompt selections</li> <li>Click OK</li> <li>If error still occurs, navigate back to the <i>Prompts</i> page</li> <li>Narrow prompt selections</li> <li>Click OK</li> </ol>