



IT Business Analytics

Software Version: 10.10
Linux operating system

Error Messages

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Error Messages

Most error messages in ITBA are self-explanatory and the issues are easy to resolve.

Some of the more complex errors are listed below. The relevant entry in the Solution/Comment column provides a link to the detailed solution or workaround.

Message	Where/ When	Solution/Comment
ETL Fails to Complete		KM00828568
General Error	'General Error Message' When running 'Test KPI\Metric'	KM00831612
404 - File Not Found or Service Temporarily Unavailable		KM00833004
SharedUIException		KM00833006
Incorrect Credentials Message When Logging on to XS Application or HTTP 403 Error		KM00833024 or KM00833025
	ETL Step Failure	KM00836406
	Period Attribute is Invalid or Unknown	KM00836407
	ETL Step is Running for Too Long	KM00836410
The site certificate is not trusted - Problem accessing DWH application in Chrome browser when installed in distribution mode		KM00836418
	General or database connection error.	
	Date and Time Zone conversion errors	KM00836470
Error 403		KM00838153
	Installation Fails While Creating Schema User Views	KM00838173

Message	Where/ When	Solution/Comment
	ETL error	ETL Management in the <i>Administrator Guide</i>
	If the column names do not match, an error is issued.	Semantic Layer - Data Loader Scheduler in the <i>Administrator Guide</i>
	Instance displayed in the Data Source Management list with an Error status.	Data Source Management in the <i>Administrator Guide</i>
	Step error in ETL Management	Content Flow Management in the <i>Administrator Guide</i>
	Error message in Table Preview page of Content Import wizard	Semantic Layer - Excel (or .CSV) File Loader in the <i>Administrator Guide</i>
	Certificate error during log on	Logon in the <i>Administrator Guide</i>
	Warnings or errors in logs	Logs and the LogTool in the <i>Administrator Guide</i>
	License error icon	Licenses in the <i>Administrator Guide</i>
No valid data available	Explorer	Overview in the <i>Business Analyst Guide</i>
	Selected Metrics or KPIs have different units and/or periods in Pie Chart component.	The Pie Chart Component in the <i>Business Analyst Guide</i>
Failed populating content for table: <table_name> <database_exception_number>	Data Loader Scheduler	Semantic Layer - Data Loader Scheduler in the <i>Administrator Guide</i>
No user credentials found.	BA application	

Message	Where/ When	Solution/Comment
Invalid customer.	BA application	
The application is out of date. Click the refresh button on your browser.	BA application	
Failed to get a response from the server. Check your network connection.	BA application	
The server denied your request. Your session might have timed out. Log on again.	BA application	
The category name cannot be empty.	BA application	
The component name cannot be empty.	BA application	
The component URL cannot be empty.	BA application	
The page name cannot be empty.	BA application	
The parameter name cannot be empty.	BA application	
A valid protocol must be specified for this URL.	BA application	
Error parsing URL	BA application	
Failed to get component categories.	BA application	
Failed to delete component categories.	BA application	
Failed to delete the component category.	BA application	
Failed to create component {0}.	BA application	
Failed to update properties for component {0}.	BA application	
Failed to create component category.	BA application	
Failed to get component categories.	BA application	
Failed to delete component.	BA application	
Failed to get components.	BA application	
Failed to save filter settings for page {0}.	BA application	
Failed to get preferences for the component.	BA application	

Message	Where/ When	Solution/Comment
Failed to rename category {0}.	BA application	
Failed to get page categories.	BA application	
Failed to get pages.	BA application	
Failed to open a page. Page was not found.	BA application	
Failed to create page category.	BA application	
Failed to delete page category.	BA application	
Failed to rename page category.	BA application	
Failed to save page.	BA application	
Failed to update properties for page {0}.	BA application	
Failed to delete pages.	BA application	
Component {0} already exists. Provide a different name.	BA application	
Category {0} already exists. Provide a different name.	BA application	
Page {0} already exists. Provide a different name.	BA application	
To view this component, you must have a valid license. Contact your project administrator for more details.	BA application	
You are not allowed to view this component. Contact your project administrator for more details.	BA application	
The component was deleted.	BA application	
ETL error: MAX_EXECUTION_TIME_EXCEEDED	ETL	KM01410890

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