Explanation of Analytics Errors

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The following is an explanation of potential errors that could occur in SKY Analytics. A broken tractor with a message displays.
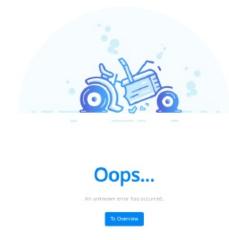

Tableau & SKY Mismatch

> There was a problem displaying the dashboard. This can be due to a number of reasons: the data source is not configured properly, your Analytics user + Tableau user do not match (signing out of Tableau can help with this), or there was an error with Tableau (a refresh occasionally helps with this). If the error persists, reach out to SSI Support.

This error can occur when attempting to view, create, or edit a workbook. Most times, this is fixed when signing out of Tableau, signing out of SKY, then signing back into SKY.

No Dashboards

> No dashboards exist for this company. Please contact SSI support for more information.

This error displays when there are no workbooks on the Tableau site corresponding to the user's SKY company. Reach out to SSI Support for additional assistance.

No Analytics Features

> No Analytics features exist for this company. Please contact SSI support for more information.

This error occurs when there are no projects on the Tableau site corresponding to the user's SKY company. Reach out to SSI Support for additional assistance.

Not an Analytics Author

> You must be an Analytics Author to visit this page. If you would like authoring enabled, please reach out to your SSI Sales

representative.

This error occurs when someone who is not an Analytics Author attempts to visit an authoring page (create/edit a dashboard, etc.). Contact SSI for additional assistance.

Dashboard Not Found (Viewing)

The dashboard you're attempting to view couldn't be found.

This error displays when attempting to visit a dashboard that does not exist in Tableau.

Dashboard Not Found (Editing)

The dashboard you're attempting to edit couldn't be found.

This error occurs when attempting to edit a dashboard that does not exist in Tableau.

Dashboard Not Found (Publishing)

Your published dashboard could not be found. Please try publishing again.

This error occurs when attempting to edit a dashboard that does not exist in Tableau.

Unknown Error

An unknown error has occurred.

This happens if an unexpected error has occurred that was not anticipated. Reach out to SSI Support if the error persists.