
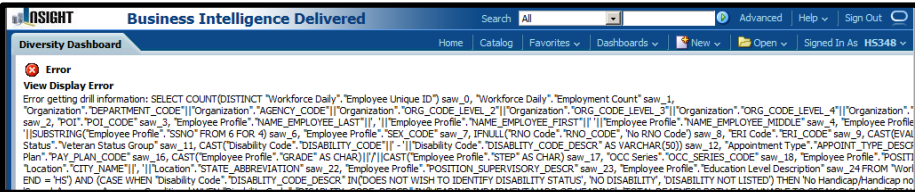

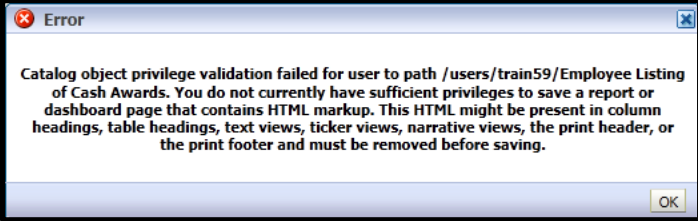
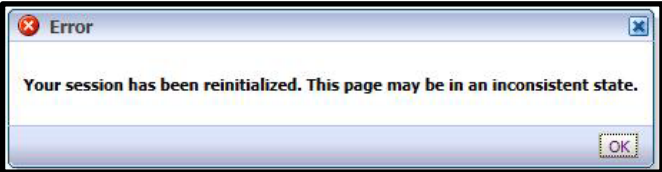
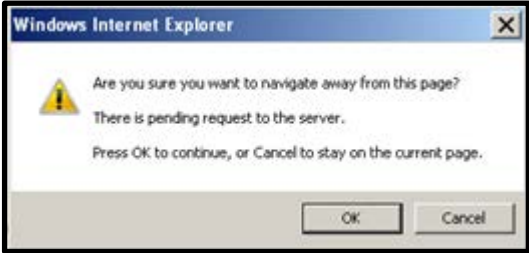
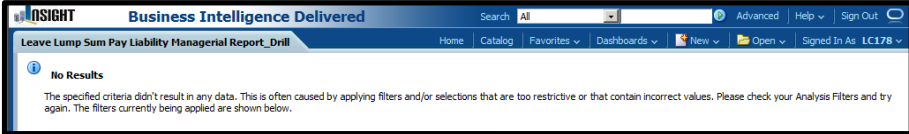



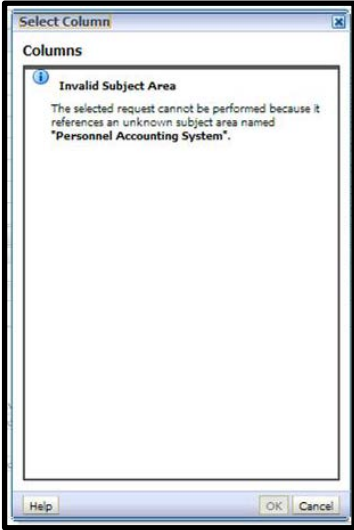
## Common *Insight* Operational Tips

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

Situation and Screenshot	Description	Operational Tips
<p><b>Exceeded Maximum Output Message</b></p> 	<p>Report/Dashboard exceeded configured maximum number of allowed output for prompts, sections, rows, or columns</p>	<ol style="list-style-type: none"> <li>1. Navigate back to the <b>Prompts</b> page</li> <li>2. Make additional prompt selections that will narrow your results</li> <li>3. Click <b>OK</b></li> </ol>
<p><b>Failure to Save Common Reports to My Folders Message*</b></p> 	<p>User is unable to save reports to My Folders</p>	<ol style="list-style-type: none"> <li>1. Your <i>Insight</i> role may not give you the ability to save Dashboard Pages with HTML content. Contact the Help Desk to ensure your <i>Insight</i> security privileges are accurate</li> </ol>
<p><b>Inconsistent State Message</b></p> 	<p><i>Insight</i> may be in an inconsistent state and previously performed actions may not be saved.</p> <p><b>Note:</b> Continuously save work in <i>Insight</i> to prevent this error message</p>	<ol style="list-style-type: none"> <li>1. Log out of <i>Insight</i></li> <li>2. Log back in and begin from the home page</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. Refresh the browser</li> </ol>

Situation and Screenshot	Description	Operational Tips
<p><b>Navigate Away from Page Alert</b></p> 	<p>User is attempting to navigate away from a page before user has completed or saved updates</p>	<ol style="list-style-type: none"> <li>1. Click <b>Done</b> if in the <i>Layout</i> pane</li> <li>2. Click the <b>Save</b> or <b>Save As</b> icon if in the <i>Criteria</i> tab</li> </ol> <p><b>AND/OR</b></p> <ol style="list-style-type: none"> <li>1. Allow <i>Insight</i> to completely update based on users requested actions</li> </ol>
<p><b>No Results Message</b></p> 	<p>The prompts selected did not return any data</p>	<ol style="list-style-type: none"> <li>1. Navigate back to the <b>Prompts</b> page</li> <li>2. Ensure the prompt selection accurately expands data</li> <li>3. Click <b>OK</b></li> </ol>
<p><b>Oracle BI Server Message</b></p> 	<p>Oracle BI Server is momentarily unavailable</p> <p><i>Note: If the issue persists, contact the Help Desk</i></p>	<ol style="list-style-type: none"> <li>1. Wait 1-2 minutes</li> <li>2. Repeat the previously attempted action</li> </ol>

Situation and Screenshot	Description	Operational Tips
<p><b>Prompt Message</b></p> 	<p>The new report prompt is not linking to the correct Subject Area</p> <p><i>Note: This error is only applicable to Workforce Profile and Payroll Accounting System reports</i></p>	<ol style="list-style-type: none"> <li>1. Click the <b>New</b> icon</li> <li>2. Select an existing data element from the Column Prompt drop-down menu</li> <li>3. Click the <b>Edit Formula</b> icon from the Edit Prompt window</li> <li>4. Delete the Current Data Element from the <b>Column Formula</b> workspace and select the desired data element from the <b>Subject Areas</b> pane</li> <li>5. Click <b>OK</b></li> <li>6. Make the desired prompt customizations in the Edit Prompt window</li> </ol>
<p><b>Adding Data Elements in Workforce Profile*</b></p>	<p>Including the following data elements in Workforce Profile reports may remove employees from a report.</p> <ul style="list-style-type: none"> <li>• Save Grade</li> </ul>	<ol style="list-style-type: none"> <li>1. Do not include employee count or create employee listing reports with Save Grade as a data element.</li> </ol>



Situation and Screenshot	Description	Operational Tips
<p><b>Searching Message</b></p> 	<p>Report or Dashboard did not return results and is searching for more than 30 seconds</p> <p><i>Note: Allow 10-15 minutes for reports with more than 100,000 employees</i></p>	<ol style="list-style-type: none"> <li>1. Wait 5 minutes for the system to run the data</li> <li>2. Click the <b>here</b> hyperlink to cancel the query</li> <li>3. Navigate back to the <b>Prompts</b> page</li> <li>4. Reenter the prompt selections</li> <li>5. Click <b>OK</b></li> <li>6. If error still occurs, navigate back to the <b>Prompts</b> page</li> <li>7. Narrow prompt selections</li> <li>8. Click <b>OK</b></li> </ol>