

Oracle Analytics Desktop Known Issues

This chapter lists and describes known issues.

Topics:

- [Documentation Accessibility](#)
- [General Issues and Workarounds](#)
- [Installation and Configuration Issues and Workarounds](#)

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

General Issues and Workarounds

Some features and functions don't work as expected.

Topics:

- [Known Issues with Oracle Essbase Database Connections and Data Sources](#)
- [Null Values in XLSX File Set to String](#)

- [Connection Not Found Error Message After Importing Workbook and Opening Oracle Database Data Flow](#)
- [Query Results for Columns of String Values Might Differ](#)
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Known Issues with Oracle Essbase Database Connections and Data Sources

The Oracle Essbase database connection type and Oracle Essbase data sources have a number of known issues.

- Searching for a specific column within an Oracle Essbase data source displays a "No Matches Found" message.
- The Advanced Analytics functions don't work for Oracle Essbase data sources.
- If you create an Oracle Essbase connection and provide invalid login information, you'll see this incorrect error message: "Failed to save the connection. JDS - Invalid syntax." The error message should state "Failed to save the connection due to an invalid user name and password."
- When creating an Oracle Essbase connection, you can choose the **Require users to enter their own username and password** authentication option, but Oracle Analytics Desktop doesn't activate this behavior and instead authenticates all users with the user name and password that you specified.
- Time-based columns are sometimes not imported correctly. A column displaying a date in text can't be converted to a column of date data type because of format mismatch.
- Oracle Essbase data sources don't work in data flows.
- When working in a workbook, you can't use match columns to join an Oracle Essbase data source to any other data source included in the workbook.
- When you import an Oracle Essbase data source, you can't prepare the data, and you can't edit the data after import. For example, you can't change a column's data type or aggregation.

Null Values in XLSX File Set to String

If you're adding an XLSX file as a data source and if the spreadsheet's null values are expressed as hyphens, then Oracle Analytics treats the null values as strings irrespective of the other values in the column.

To work around this issue, remove the hyphens from the column and try to import the XLSX file again.

Connection Not Found Error Message After Importing Workbook and Opening Oracle Database Data Flow

If you import a workbook that's sourced from an Oracle Database then try to open the data flow, you might see an error message that the connection can't be found.

To work around this issue, click the connection name, select it again, and save and reopen the data flow.

Query Results for Columns of String Values Might Differ

You might notice that queries for columns of type String return differing results. This situation can occur if String columns are matched with columns in the subject areas of the metadata repository that have CHAR data types. Trailing spaces are treated differently between VARCHAR and CHAR data types in many SQL functions. This issue has no workaround.

Microsoft Internet Explorer Is No Longer Supported

If you use Internet Explorer 11 with Oracle Analytics, then you'll experience significant performance issues.

Oracle no longer supports Internet Explorer and strongly recommends that you use a modern browser. Refer to the Microsoft Support website for information about the latest Microsoft browsers.

Pinned Filters Not Hidden in Present Mode

If your workbook contains pinned filters, then you can't hide the pinned filters when the story is in present mode and the **Full Interactivity** field is set to **On**.

To work around this issue you need to unpin all filters and then add filters to each canvas:

1. In the workbook's **Visualize** page, locate the pinned filter in the filters bar, and click **Pin to All Canvases - Click to Unpin**. Repeat this step for each pinned filter in the workbook.
2. For each filter that you unpinned, add an unpinned filter to each canvas.
3. Go to the **Present** page and in the **Properties** pane click the **Filters** tab. Deselect the filters that you want to hide. Repeat this step for each page.

Ignore Google Analytics (Legacy) Option in the Create Connection Dialog

The Create Connection dialog includes options for both **Google Analytics** and **Google Analytics (Legacy)**.

Use only the **Google Analytics** option, and ignore the **Google Analytics (Legacy)** option. The **Google Analytics (Legacy)** option will be removed in an upcoming release.

See [Connect to Google Drive or Google Analytics](#) for more information about the Google Analytics connector.

Installation and Configuration Issues and Workarounds

Sometimes there are issues with the installation and configuration. This section contains information about known installation and configuration issues and how you can resolve them.

Topics

- [Collect Diagnostics Dialog Displayed During Upgrade](#)
- [Reinstallation of Machine Learning After Upgrade](#)
- [Connection to Oracle Business Intelligence Server Fails Without Trusted Certificate Authority](#)

Collect Diagnostics Dialog Displayed During Upgrade

When you upgrade Oracle Analytics Desktop and depending on the resources of your computer, you might find that the upgrade takes several minutes. If you see the Collect Diagnostics dialog, click **Dismiss**, to allow the upgrade process to complete.

Reinstallation of Machine Learning After Upgrade

When you upgrade, you must reinstall Machine Learning to use Oracle Advanced Analytics functions in your workbooks.

You must install Machine Learning using the installer provided with Oracle Analytics Desktop. This installation enables Machine Learning for the corresponding Oracle Analytics Desktop installation, only. No other installation of Machine Learning will work. See [Oracle Analytics Desktop Installation FAQs](#).

Connection to Oracle Business Intelligence Server Fails Without Trusted Certificate Authority

If you're trying to create a connection to an Oracle Business Intelligence Server which is SSL-enabled but doesn't have a certificate signed by a trusted certificate authority, then your connection fails.

To resolve this issue, your system administrator must add or renew a certificate that is signed by a trusted certificate authority on the server.

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