Oracle® Cloud

Known Issues for Oracle Analytics Cloud

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Known Issues

Learn about the issues you may encounter when using Oracle Analytics Cloud and how to work around them.

Topics:

- Microsoft Internet Explorer Is No Longer Supported
- Oracle Analytics Cloud General Issues and Workarounds
- Known Pixel-Perfect Reporting Issues
- Oracle Business Intelligence Mobile Issues and Workarounds
- “Service is not accessible” Message Reported After Scaling Up
- Only IDCS or IAM Identity Domain Users Can Connect to Oracle Analytics Cloud Using the Model Administration Tool
- Issues in Model Administration Tool
- Known Issues in Oracle Analytics Cloud Data Gateway
- Known Issues in Semantic Modeler

Microsoft Internet Explorer Is No Longer Supported

If you use Internet Explorer 11, 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.

Oracle Analytics Cloud General Issues and Workarounds

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Some features and functions don’t work as expected.

Topics:

- Known Issues with AI Functions
- Data Flow Preview Queries Run Against Cached Data
- Known Issues with Oracle Essbase Database Connections and Data Sources
- Known Issues with Oracle EPM Cloud Database Connections and Data Sources
- Known Issues with MongoDB Connections and Data Sources
- Null Values in XLSX File Set to String
- Custom Formats in Analyses Not Available
- Content Missing on Your Home Page After Upgrading
- Import DVA File from a Recent Update to an Older Update Might Fail
- Concurrent Restore Operations Not Recommended
- Issues When Creating or Restoring Large Snapshots
- Issue with Time Series Functions and Double Data Type Time Dimension Keys
- Virus Scanner Settings Not Taking Effect
- Tables and Columns Not Replicated from Oracle Fusion Cloud B2C Service
- Hidden Columns Are Included in CSV Exports
- Known Issues with Selection Steps in Workbooks
- Known Behavior for Watchlists
- Known Issues with Gantt Charts in Workbooks
- Data Labels on Graphs Might Overlap in Some Classic Analyses
- Screen Reader Landmarks Missing or Unclear in Classic Dashboards

Known Issues with AI Functions

These known issues affect AI functions in Oracle Analytics.

- In dataset editor, you can't use the `AI Aggregate` function. There is no workaround.

Data Flow Preview Queries Run Against Cached Data

Data flow preview queries (that is, the data that you see in the Data Preview pane in the Data Flow designer) run from the data cache.

To work around this issue, refresh your datasets to refresh preview queries. See Reload a Dataset's Data.

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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.

Known Issues with Oracle EPM Cloud Database Connections and Data Sources

Oracle EPM data sources connected to using the **Oracle EPM Cloud** connection type have a number of known issues.

- 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.
- When you import an Oracle EPM Cloud 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.

Known Issues with MongoDB Connections and Data Sources

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

- Schema map from MongoDB not refreshed — When you create a connection to a MongoDB data source, the underlying driver automatically creates a normalized schema for the MongoDB database. If collections are added to the schema in the MongoDB database, the driver can't find these additional collections. This issue has no workaround.

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.

Custom Formats in Analyses Not Available

In Oracle Analytics Cloud, if you open an analysis that contains a custom format that was created in the Analysis Editor, you see an error message. You might've applied a custom format in the Analysis Editor using the Custom Numeric Format option on the Data Format tab in the Column Properties dialog.

To work around this issue, edit the analysis in the Analysis Editor and remove the custom formatting, or remove the item in the analysis that contains the custom format. Then open the analysis again.

Content Missing on Your Home Page After Upgrading

When you access your home page in a browser using the `https://host:port/dv/ui` URL, you might notice that some content isn't displayed.

Disabled or Broken Customizations to your home page - If you notice that customizations to your home page are disabled or broken or that specific content sections aren't displayed, enable and re-order sections as follows:

1. In a browser, access this URL:
   `https://host:port/dv/ui`
2. In the header, click the context menu and select **Customize Page Layout**.
3. Ensure that sections aren't set to hidden or disable.
4. If sections are set to hidden or disabled, place them in the appropriate positions.
5. Save the changes.

Import DVA File from a Recent Update to an Older Update Might Fail

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When you import a DVA file from a newer update into an older update of Oracle Analytics, it won't always work with the older version of the product.

There is no workaround for this issue.

Concurrent Restore Operations Not Recommended

Any user with administrator permissions can restore a snapshot. Oracle Analytics Cloud doesn't prevent multiple users from starting concurrent restore operations, but this often causes snapshot restore failures.

To avoid such issues, Oracle recommends that you coordinate restore operations with other administrators and wait for one restore operation to finish before starting another one.

Issues When Creating or Restoring Large Snapshots

When you try to create or restore very large snapshots (those with a size of 5GB or larger), you might see an error message similar to the following one:

```
Plugin:com.oracle.bi.contentstorage.metadatalcm.ContentStorageMetadataPlug
in: commitImport Operation:importBAR StatusCode:Operation Failed
```

This error occurs when the system times out during the creation or restore process. If the problem persists, contact Oracle Support.

Issue with Time Series Functions and Double Data Type Time Dimension Keys

You might notice an internal error message when you work with time series functions in analyses. The error occurs because time dimension keys are set to a data type of Double in the Model Administration Tool.

To work around this issue, change the data type of the time dimension keys to INT in the Model Administration Tool. Or go to the database properties and disable the TIME_SERIES_TODATE_SUPPORTED database feature.

Virus Scanner Settings Not Taking Effect

You might find that settings that you make for the virus scanner in the Console don't take effect.

To work around this issue, reapply your system settings:

1. Click **Console**, and then click **Advanced System Settings**.
2. Click **Apply**.

Wait a few moments for the changes to refresh through the system.

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Tables and Columns Not Replicated from Oracle Fusion Cloud B2C Service

You can’t query some columns and tables exposed by data sources from Oracle Fusion Cloud B2C Service due to an issue with the API in Oracle Fusion Cloud B2C Service for extracting bulk data. If you include such tables or columns in your data flow for data replication, the table may fail to replicate and you might see one of several error messages:

```
This query is not supported: Non-existant column: 'primaryContact'
```

```
This query is not supported: no such table: namedIDs
```

```
This query is not supported: Unknown table or column 'filters'
```

To work around these errors, so you can replicate other tables and columns from Oracle Fusion Cloud B2C Service, exclude the columns or tables mentioned in the error messages:

1. Uncheck any columns that are referenced in “unknown column” error messages.
2. Uncheck any tables that are referenced in “unknown table” error messages.
3. Save and rerun the data replication.

Hidden Columns Are Included in CSV Exports

When you export a visualization that includes hidden columns, the hidden columns are included in export files using the CSV format.

Hidden columns aren't included in any other exported file formats.

If you don't want hidden columns included in an export, use an export file format other than CSV.

Known Issues with Selection Steps in Workbooks

There are some known issues when using selection steps in workbooks.

Unexpected Results for Selection Steps Based on Parent-Child Hierarchies

When you apply a selection step to a visualization using a parent-child hierarchy, the specified members are displayed in the visualization in alphabetical order rather than hierarchical order. This means that the lower members aren't indented and it might be difficult to understand the resulting visualization.

For example, suppose you have a table visualization using a parent-child hierarchy called Sales Rep Hierarchy to show revenue by sales representative. Suppose you add a selection step using the action Keep Only and the operator + Children. The table visualization, Revenue by Sales Rep, displays the member and its children in

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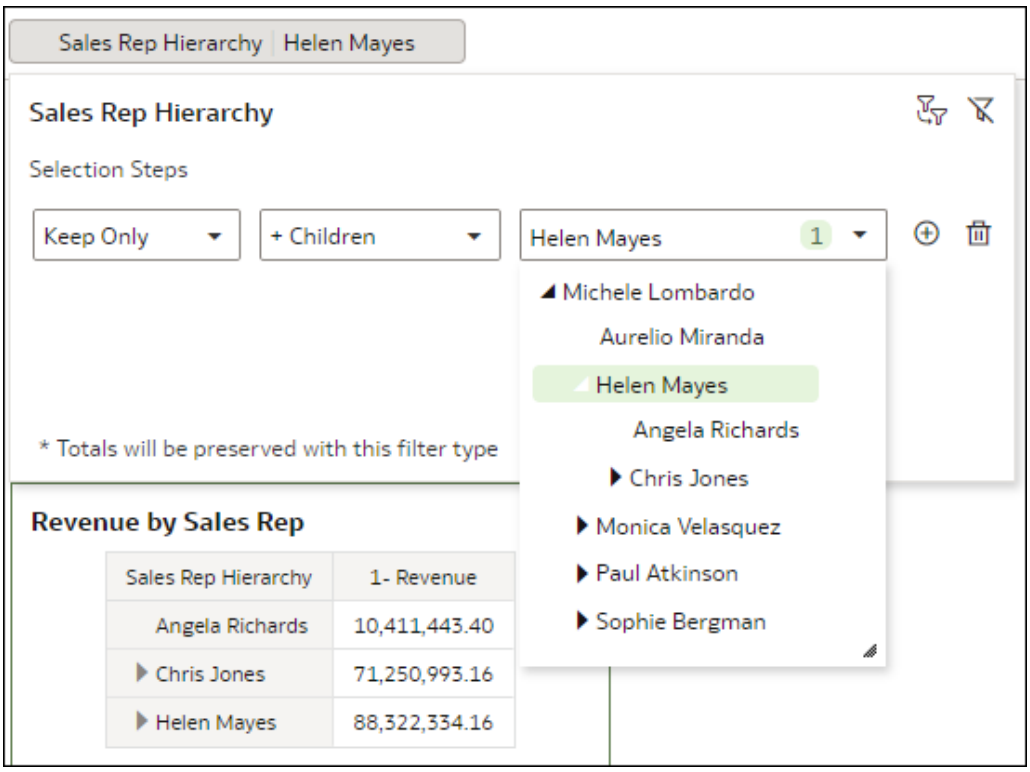
alphabetical order, without indentation. In this example, this means that the member is at the end of the table, underneath the children, instead of above as might be expected.



To properly see the hierarchical relationship between members, you can expand the member drop-down list in the Selection Steps dialog or expand the selected member in the visualization.

Using Drill to Action Can Affect Outcome of Selection Step

If you use selection steps and perform a Drill to action on a visualization, the Drill to action can affect the outcome of a selection step in unexpected ways.

For example, suppose you have a table visualization using a level hierarchy called Time Hierarchy to show revenue by year. Suppose you have a selection step to start with the year 2010 and remove the first quarter, 2010 Q1.

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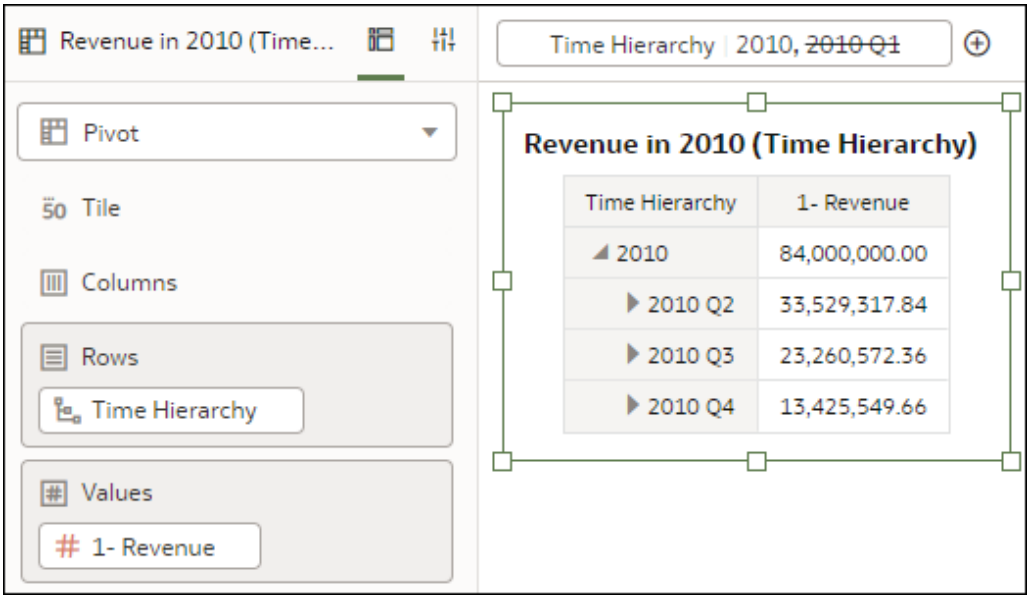
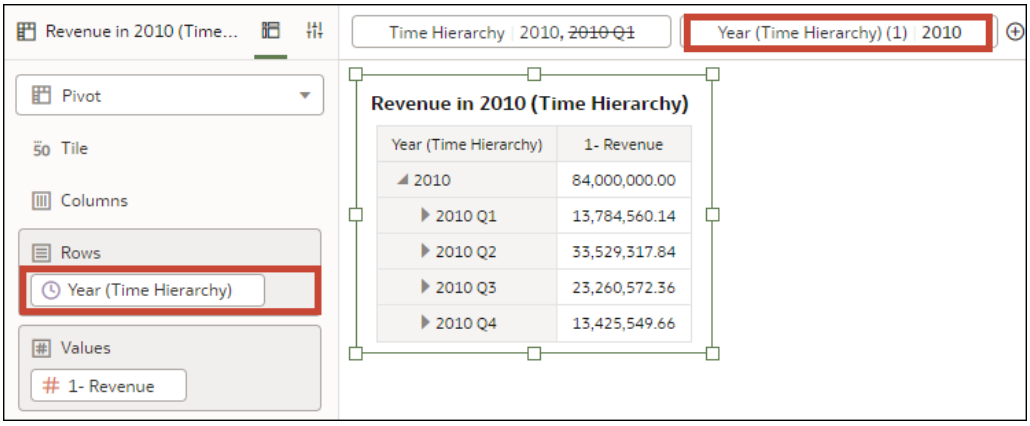


If you then perform a Drill to action on the year, the first quarter, 2010 Q1, is displayed again in the visualization, despite the selection step having removed it prior. This is because the Drill to action replaces the hierarchy with a single level from the hierarchy, and the selection step can only act on the hierarchy as a whole, not a single level.



Known Behavior for Watchlists

You can add a watchlist to the Featured Watchlists area of the custom page that you created it from, however, you can't add it to the Featured Watchlists area of any other custom pages. All watchlists are available to add to the Featured Watchlists area of the ready-to-use Oracle Analytics home page.

Known Issues with Gantt Charts in Workbooks

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There are some known issues with Gantt charts in workbooks.

Contextual Insights Aren't Supported for Gantt Charts

The **Explain Visualization for end user** property is available in the Advanced tab of the Properties pane for Gantt charts, but it isn't functional.

Time Axis Labels Aren't Visible with a Dark Workbook Theme

If you're using a dark colored workbook theme, the axis labels for the horizontal time axis on a Gantt chart might not be visible because they use a black font color.

To work around this issue, choose a lighter colored workbook theme.

Duplicate Rows Result in Incorrect Data Mapping

For a Gantt chart using a Secondary Range, if there are multiple rows for an item on the vertical axis, and any of them contain identical data for the Secondary Range, the Gantt chart doesn't display the horizontal bars correctly. This is because Oracle Analytics automatically removes the rows it considers duplicates and the result is a data mapping error in the visualization.

To workaround this issue, increase the granularity of the vertical axis to ensure unique row entries.

For example, suppose you're using the column Tasks for Category and there are two sub-tasks for the task Deployment. Suppose you're using the Primary Range to show planned duration and the Secondary Range to show actual duration. Both sub-tasks have Planned Start Date and End Start Date values for the Primary Range, but neither have any values for Actual Start Date or Actual End Date for the Secondary Range.

The first row in the Gantt chart for Deployment representing the Production Deployment sub-task displays correctly with the Primary Range dates. However, the second row representing the Post-launch support sub-task isn't displayed correctly. It displays a bar for the Secondary Range even though there aren't any Actual Start Date or Actual End Date values for that row.

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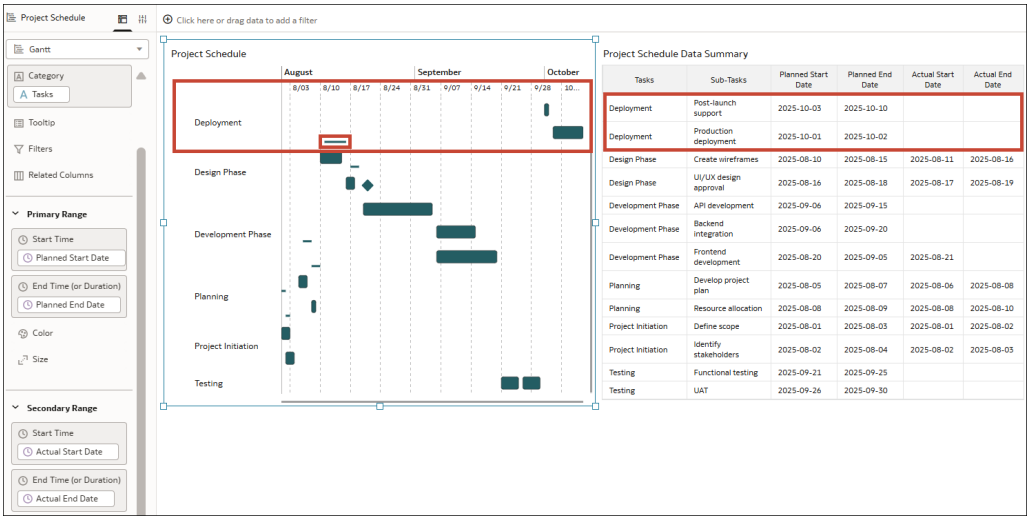
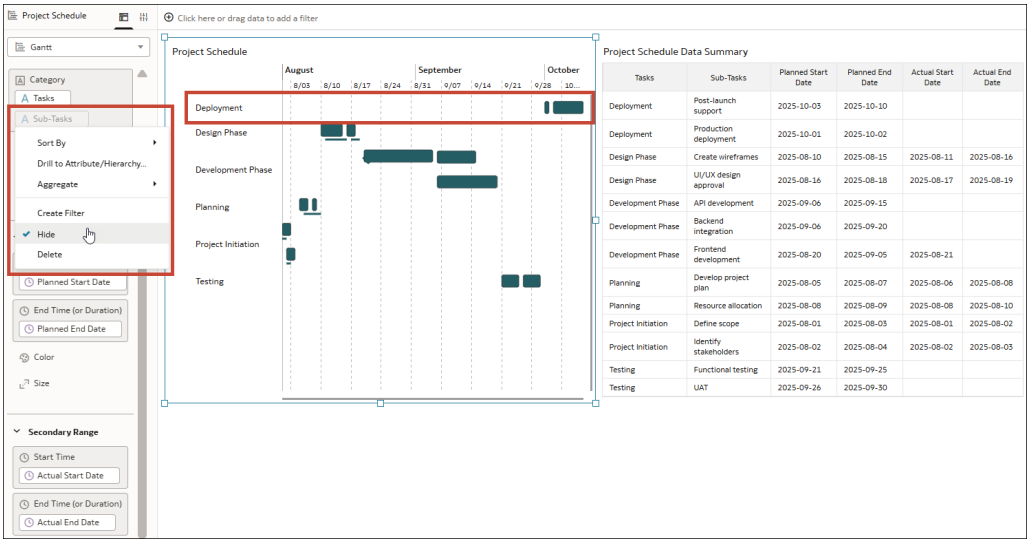


To fix this, add the column Sub-Tasks to Category to increase the granularity of the vertical axis. If you don't want the sub-tasks to display in the Gantt chart, you can hide that column. Now the bars for Deployment correctly represent the Primary Range and Secondary Range data.



Data Labels on Graphs Might Overlap in Some Classic Analyses

You might notice data labels overlapping on graphs depending on various factors such as the size of the classic analysis, the number of digits in a number, the specific data values, and the number of data points on a visualization.

To work around this issue:

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1. On the Oracle Analytics Home page, click **Page Menu**, then click **Open Classic Home**.
2. Open the analysis containing the graph that you want to edit.
3. Click the **Results** tab.
4. Click **View Properties** on the graph.
5. Click **Titles and Labels**, and then click **Data Markers**.
6. Click **Display Options** and select **On Rollover**.
7. Click **OK**.

Screen Reader Landmarks Missing or Unclear in Classic Dashboards

In Oracle Analytics Cloud Classic dashboards, screen readers might not identify page regions correctly because standard landmarks aren't available or don't have descriptive names.

On the Home page, no landmarks are exposed to screen reader users. Within a dashboard, tables might be identified as landmarks, but the landmark names don't clearly describe the associated content. Standard **banner** and **main** landmarks are also unavailable.

This issue can make it difficult for screen reader users to identify and navigate between major regions of a Classic dashboard. There is no workaround for this issue.

Known Pixel-Perfect Reporting Issues

Some Pixel-Perfect Reporting features and functions don’t work as expected in Oracle Analytics Cloud.

Topics:

- Bar Charts Showing Time on the X-Axis Don’t Display Axis Labels Correctly

Bar Charts Showing Time on the X-Axis Don’t Display Axis Labels Correctly

If a report using the Oracle Analytics Publisher Template (.xpt) includes a bar chart, and if Time is represented along the x-axis, then the x-axis label sometimes doesn’t display properly.

The first label entry is skipped and the first bar data appears glued to the y-axis.

1. In the data model SQL query for the report, use the TO_CHAR method on the date/time fields to change the data type of the field from `Date` to `String`.
2. Open the report in the Layout Editor.

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3. Select the chart and expand the properties pane.
4. Turn off the **Time Series** setting and clear the settings for Day, Month, Year, and Time formats.
5. Save the layout changes.

Oracle Business Intelligence Mobile Issues and Workarounds

Issues and workarounds for Oracle BI Mobile are described in *Oracle Fusion Middleware Release Notes for Oracle Business Intelligence Mobile for Apple iOS and Google Android* available at:

http://docs.oracle.com/cd/E52471_01/bi.1111/e52669/toc.htm

“Service is not accessible” Message Reported After Scaling Up

This topic applies only to Oracle Cloud Infrastructure Classic.
After you scale up an Oracle Analytics Cloud - Classic instance, (for example, from 2 OCPU to 8 OCPU), you might see this error message in the activity log:

```
Access OAC via http://ip-address/va gives following error. Service is not accessible
```

To work around this issue, navigate to Analytics Cloud in My Services, click the **Manage the service** icon for the service that you scaled up, and select **Restart**. See Start, Stop and Restart Services.

Only IDCS or IAM Identity Domain Users Can Connect to Oracle Analytics Cloud Using the Model Administration Tool

The Model Administration Tool provides an option to connect to Oracle Analytics Cloud.

To use this feature:

- **Oracle Identity Cloud Service (IDCS):** If your Oracle Analytics Cloud federates with Oracle Identity Cloud Service you must connect with Oracle Identity Cloud Service user credentials.
- **Oracle Cloud Infrastructure Identity and Access Management (IAM) Identity Domains**: If your Oracle Analytics Cloud uses an IAM identity domain for identity management, you must connect with your identity domain user credentials.

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If Oracle Analytics Cloud uses an external identity provider such as Active Directory for Single Sign-on (SSO) and you try to connect with your SSO user credentials, you see the message "`Connection failed 401: Unauthorized`" when you try to connect.

To work around this issue, sign-in with your IDCS or IAM credentials.

Issues in Model Administration Tool

Some features and functions that don't work as expected in Model Administration Tool.

- **Context-sensitive user assistance isn't available** - If you want user assistance for the Model Administration Tool, go to the Oracle Help Center page. Don't use the context-sensitive help links available in the tool; this content is out-of-date. See Introduction to Build Your Metadata Repository.
- **Datadirect Oracle Windows ODBC driver UI doesn't support MD5, SHA1 signatures for DataIntegrityTypes**- Use Oracle Call Interface instead of ODBC to connect to Oracle Database in Oracle Client Tools, for example, Model Administration Tool. If you must use ODBC, update sqlnet.ora to use SHA256 along with SHA1 as specified in this code and then restart the Oracle database listener services using lsnrctl stop and lsnrctl start commands:

  ```
  SQLNET.ENCRYPTION_SERVER=REQUIRED
  SQLNET.CRYPTO_CHECKSUM_SERVER=REQUIRED
  SQLNET.ENCRYPTION_TYPES_SERVER=(AES256,AES192,AES128)
  SQLNET.CRYPTO_CHECKSUM_TYPES_SERVER=(SHA1,SHA256,SHA384,SHA512)
  SQLNET.ENCRYPTION_CLIENT=REQUIRED
  SQLNET.CRYPTO_CHECKSUM_CLIENT=REQUIRED
  SQLNET.ENCRYPTION_TYPES_CLIENT=(AES256,AES192,AES128)
  SQLNET.CRYPTO_CHECKSUM_TYPES_CLIENT=(SHA1,SHA256,SHA384,SHA512)
  ```

Known Issues in Oracle Analytics Cloud Data Gateway

Some features in Oracle Analytics Cloud Data Gateway don't work as expected.

- **Creating remote connections to data sources other than Oracle requires changing the database type**. When specifying a remote connection from the .rpd file to a remote data source, you must initially specify Oracle as the database type while you set up the connection pool to point to Data Gateway. After saving your connection pool, you must change the database type to the appropriate type supported as a remote connection.

Known Issues in Semantic Modeler

Some features in Semantic Modeler don’t work as expected.

- **Query Returns setting resets after you modify an initialization block** - If you configure an initialization block with **Query Returns** set to **Variable names and**

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values, any subsequent change you make to the initialization block resets the setting to **Variable values**.

To work around this issue, after you modify and save the initialization block, open the initialization block in the SMML Editor, set `queryReturnsVariableNamesAndValues` to `true`, and save the initialization block.

- **Order of a subject area's table listing** - The Presentation Layer pane displays a subject area's tables in alphabetical order rather than in the order the tables are listed in the Subject Area editor's Tables tab. To work around this issue, use the Subject Area editor's Tables tab to view and change the order of the tables.

Oracle Cloud Known Issues for Oracle Analytics Cloud,
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