Oracle® Cloud

Known Issues for Oracle Big Data Preparation Cloud Service

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Learn about issues you may encounter when using Oracle Big Data Preparation Cloud Service and how to work around them.

Topics:

Supported Browsers

Oracle Big Data Preparation Cloud Service supports the following the minimum requirements for web browsers:

Web Browser	Version
Microsoft Internet Explorer	11 and later
Google Chrome	29 and later
Mozilla Firefox	24 and later
Apple Safari	7 and later

File Ingestion Issues

If you encounter an issue when ingesting your data files, then look here for a workaround.

Ingesting XLSX files containing many empty columns and rows causes data to be misaligned.

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If this happens, then save the file as an XLS or CSV type and restart the ingestion process.

Ingesting XLS or XLSX files containing many embedded carriage returns (CR) or line feed (LF) characters causes data to be misaligned.

If this happens, then remove the embedded characters from the XLS or XLSX files directly and restart the ingestion process.

Ingesting CSV files with malformed rows causes data preparation errors.

If this happens, then remove the malformed CSV rows from the data file and restart the ingestion process.

Transform Creation and Authoring Issues

You may encounter issues when you create a transform or work in the main authoring page.

Creating a new transform with the same name as a newly deleted transform may not work.

If this happens, then create a transform with a different name, or wait 24 hours to create a new transform with the same name as a previously deleted transform.

Clicking the Add File button in the main authoring page, after you've already configured a blend, causes you to lose your blend configuration settings.

If this happens, then don't select a new file unless necessary. If you must select an additional file to blend, then you must reconfigure the blend settings and run a new interactive blend process to view the new results.

Knowledge Management Import Issues

You may experience issues when working with custom reference knowledge files.

Creating reference knowledge with double byte characters won't work using Unicode-encoded files.

If this happens, then create a UTF-8 knowledge import file:

1. In an application such as Microsoft Excel, save your data file as Unicode text.

2. In a file editing utility such as Notepad, open the Unicode-encoded file and save it as UTF-8.

3. Restart the process to import your custom reference knowledge file.

Oracle Data Visualization Cloud Service Integration Issues

You may experience issues when creating a test connection to your Oracle Data Visualization Cloud Service.

If you face this issue, then:

1. Ensure that your Service URL does not have `/va` at the end.

> **Note:** A good example is: `URL.com:443`. A non-example is `URL.com:443/va`.

2. Save the connection details even though the test connection fails.

You should be able to load data using this connection and proceed.

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