

## Oracle Analytics Desktop Known Issues

This chapter lists and describes known issues.

### Topics:

- [Microsoft Internet Explorer Is No Longer Supported](#)
- [General Issues and Workarounds](#)
- [Installation and Configuration Issues and Workarounds](#)

## 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.

## General Issues and Workarounds

Some features and functions don't work as expected.

### Topics:

- [Importing or Creating Data Source Connections Might Fail](#)
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- [Known Issues with Oracle Essbase Database Connections and Data Sources](#)
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- [Connectivity to Oracle Autonomous Database Using Wallet-Less \(TLS\) Connections Not Supported](#)

## Importing or Creating Data Source Connections Might Fail

When you import a DVA file that contains data source connections or when you create a data source connection, the Java keystore file may be corrupted, causing the import or the connection creation to fail.

To work around this issue, delete the keystore file `dss.jks` and then restart Oracle Analytics Desktop.

- For MacOS, the keystore file is located at `/Users/$USER/Library/Application Support/DVDesktop/components/DSS/dss.jks`.
- For Windows, the keystore file is located at `C:\Users\%USER%\AppData\Local\DVDesktop\components\DSS\dss.jks`.

## 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](#).

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

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.

## 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 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.

Sales Rep Hierarchy | Helen Mayes

Sales Rep Hierarchy

Selection Steps

Keep Only

+ Children

Helen Mayes 1

▲ Michele Lombardo

Aurelio Miranda

▲ Helen Mayes

Angela Richards

▶ Chris Jones

▶ Monica Velasquez

▶ Paul Atkinson

▶ Sophie Bergman

\* Totals will be preserved with this filter type

Revenue by Sales Rep

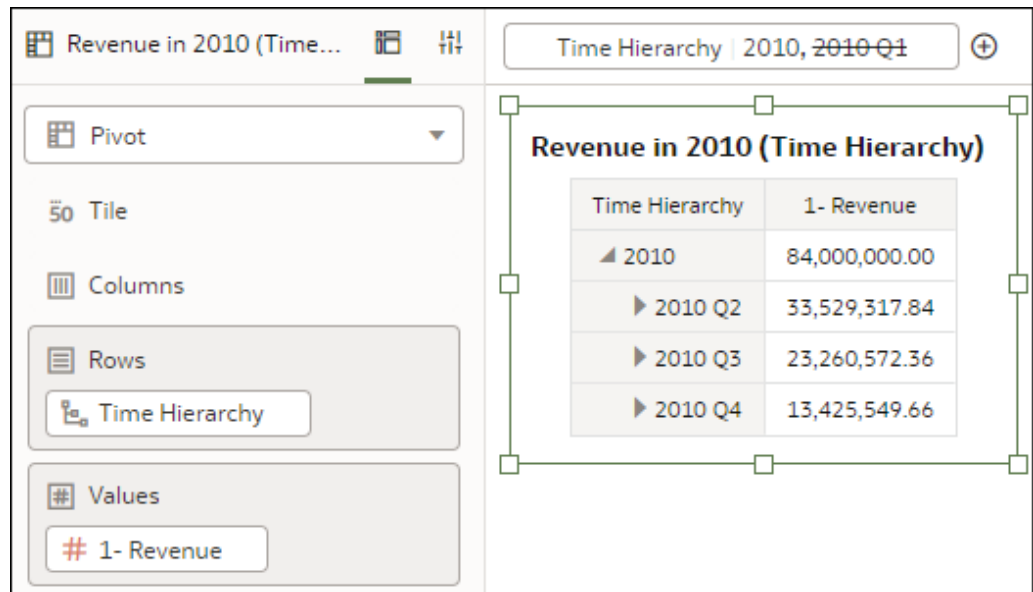
Sales Rep Hierarchy	1- Revenue
Angela Richards	10,411,443.40
▶ Chris Jones	71,250,993.16
▶ Helen Mayes	88,322,334.16

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.

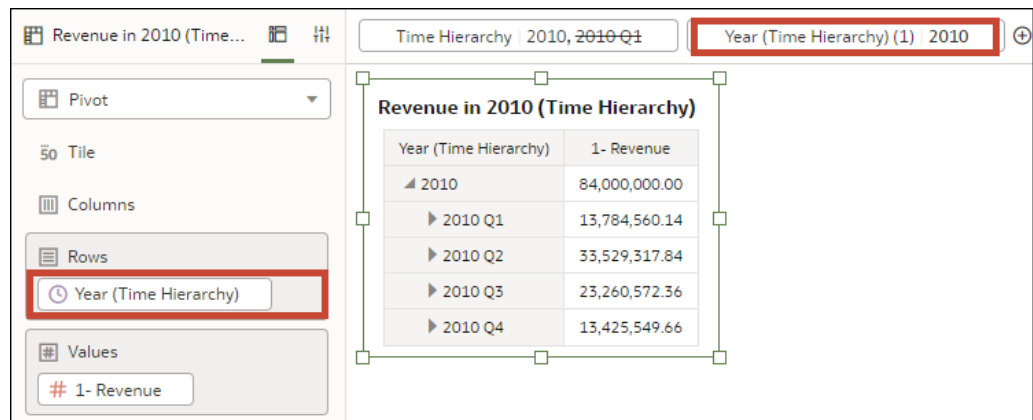
## Using Drill to Action Can Affect Outcome of Selection Step

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.



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.



## Gauge Visualizations Don't Render Properly in Exports

When you export Circular or Semi-circular gauge visualizations to Powerpoint (pptx), Acrobat (pdf), or Image (png) formats, the measure color is applied to the entire gauge shape instead of reflecting the actual measure value.

To work around this issue, change the gauge type to a Horizontal Bar or Vertical Bar before you export the visualization to one of these formats.

## Known Issues with Gantt Charts in Workbooks

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.

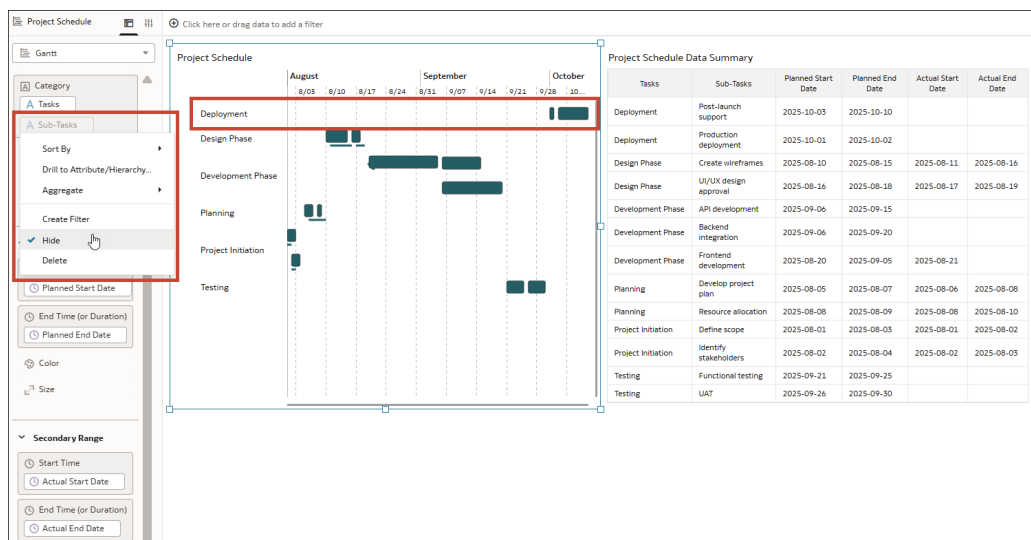
To workaround this issue, increase the granularity of the vertical axis to ensure unique row entries.

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.



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.



## Explain Not Returning Segments and Anomalies Insights

When you use Explain on MacOS to get insights on a column, Oracle Analytics fails to get segments and anomalies insights and presents this error message: "Error occurred when requesting data, More Details".

Oracle Analytics provides no further information about this error. This issue has no workaround.

# Hidden Workbook Header Causes Navigation Issue in Preview

If you're working in Present, set the **Header** property to **Off** in the Workbook tab, and then preview the workbook, there is no way to navigate back to the workbook in Present.

You can do either of the following to workaround this issue:

- Close and reopen Oracle Analytics Desktop.  
Any unsaved changes are lost when you close and reopen Oracle Analytics Desktop.
- Go to the Oracle Analytics Desktop header, click **Page Menu** and then select **Customize Home Page**. In Customize, click **Open Editors in New Tabs** in and then click **Save**.  
Setting this option ensures that the workbook opens in a new window that you can close if there is no header bar in preview mode.

## 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.



- You can't create SSL-enabled Essbase connections using Oracle Analytics Desktop due to a driver compatibility issue.

## 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.

## 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 semantic model 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.

## Custom Formats in Analyses Not Available

In Oracle Analytics Desktop, 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.

## Error Adding Table With Mixed-Case Name or Column Names to a Dataset

Oracle Analytics displays the "Create Dataset Table Failed" error message when you add a database table with a name that uses mixed-case or a table that contains column names with mixed-case to a dataset.

Examples of mixed-case names include Sales, Products, Cust\_ID, or Quantity\_Sold.

To work around this issue, see [Connect to Data With Upper, Lower, or Mixed-case Characters](#).

An alternative method to work around this issue is to create a dataset and in the Dataset editor, go to the Connections pane in the Data Panel, and drag and drop the **Manual Query** option to the Join Diagram. Write the SQL statement, making sure to:

- Double quote all table and column name identifiers that use mixed case.
- Alias the mixed case table column name identifiers with uppercase.

For example: `select "EfG_Field" as EFG_FIELD, "HiJ_Field" as HIJ_FIELD from "AbCd"`

See [Add a Table to a Dataset Using a SQL Statement](#).

## Connectivity to Oracle Autonomous Database Using Wallet-Less (TLS) Connections Not Supported

If you connect to an Oracle Autonomous Database instance using TLS wallet-less connectivity, you can't connect to the data source using Oracle Analytics Desktop.

The "invalid connection credentials" error message is displayed if the connection string is invalid.

To work around this issue, use Oracle Analytics Cloud to connect to your database.

## 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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