

# 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>.

## General Issues and Workarounds

Some features and functions don't work as expected.

## Topics:

- [Explain Not Returning Segments and Anomalies Insights](#)
- [Hidden Workbook Header Causes Navigation Issue in Preview](#)
- [Known Issues with Oracle Essbase Database Connections and Data Sources](#)
- [Null Values in XLSX File Set to String](#)
- [Query Results for Columns of String Values Might Differ](#)
- [Microsoft Internet Explorer Is No Longer Supported](#)
- [Error Adding Table With Mixed-Case Name or Column Names to a Dataset](#)

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

## 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.

## 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 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, 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.

## 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, 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.

---

Oracle Analytics Known Issues for Oracle Analytics Desktop,  
E72027-47

Copyright © 2016, 2024, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.