

Oracle Analytics Desktop Known Issues

This chapter lists and describes known issues.

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- [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](#)
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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.

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