

SELF-HELP DESK REFERENCE TO FAME 9 REPORTING

Version 1.02

Trigger / Screen	User Receives (Possible Errors)	Resolution(s) to Possible Errors
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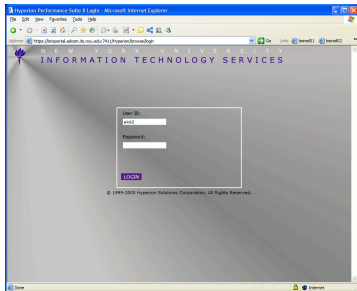


Figure 1 Log-into the Brio Portal

1. “You must supply a valid username and password to log onto the system.”

1. Use Net ID & NYU Home password. If error, likely an issue with these credentials.

Request is to be forwarded to ITS Client Services for resolution (NYU Net ID/Credential) [8-3333].

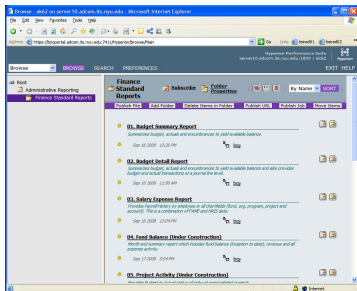


Figure 2 Access Reports

2. Do not see “Administrative Reporting”, “Finance Standard Reports” folders.

2. The user is not a member of the **Finance_Standard_Reports Brio Portal** group.

Request is to be forwarded to ITS Client Services for resolution (Brio Access Control) [8-3333].

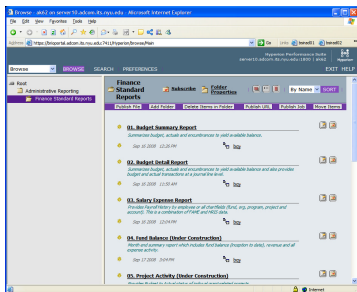


Figure 3 Access Reports

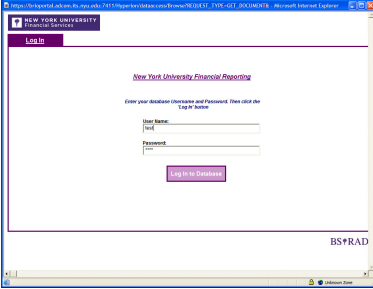
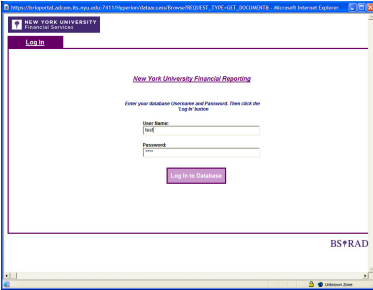
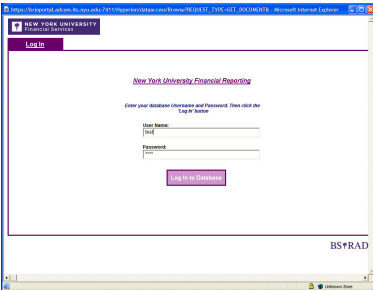
3. Do not see any reports.

3. The user is not a member of the **Finance_Standard_Reports Brio Portal** group.

Request is to be forwarded to ITS Client Services for resolution (Brio Access Control) [8-3333].

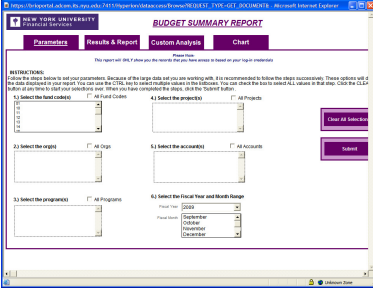
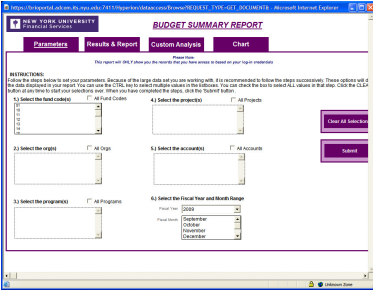
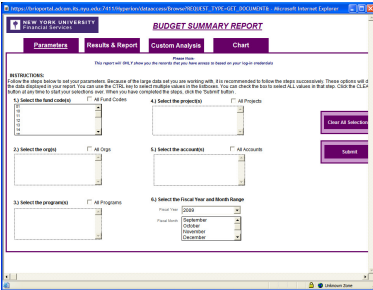
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 <p data-bbox="243 597 537 626">Figure 4 Log-in via Report</p>	<p data-bbox="611 315 1203 451">4. “Server Error [1003]: Failed to acquire access to database. Oracle Error -1: ORA-01017: invalid username/password; logon denied”</p>	<p data-bbox="1262 315 1955 418">4. Use Net ID & <u>University Data Warehouse (UDW) password</u>. If error, likely an issue with these credentials; client may not be a UDW user.</p> <p data-bbox="1310 459 1940 527">Request is to be forwarded to ITS Client Services for resolution (UDW Access Control) [8-3333].</p>
 <p data-bbox="243 933 537 963">Figure 5 Log-in via Report</p>	<p data-bbox="611 651 1182 755">5. “Something is not right...”; “You have failed to login to the data base. Please try again!”</p>	<p data-bbox="1262 651 1927 755">5. Verify #4; if using Net ID & UDW password, likely the user is lacking the Finance_Standard_Reports Oracle/UDW role.</p> <p data-bbox="1310 795 1940 863">Request is to be forwarded to ITS Client Services for resolution (UDW Access Control). [8-3333]</p>
 <p data-bbox="243 1343 537 1372">Figure 6 Log-in via Report</p>	<p data-bbox="611 1060 1121 1128">6. Supply Net ID, UDW password, but “nothing” happens</p>	<p data-bbox="1262 1060 1955 1310">6. Reports labeled “Under Construction” cannot be run, or otherwise operated by users of the Finance_Standard_Reports. Access is restricted to developers and testers of these reports. Advise client these reports are actively being developed, modified or tested; BSIRAD will notify as reports become available.</p>

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 <p>Figure 7 Select Parameters</p>	<p>7. Not seeing expected chartfield components (i.e., “I’m not seeing my Org”)</p>	<p>7. Parameters are driven based on (1) activity for the particular chartfield and (2) access to the chartfield. To see values, (1) must be activity for expected chart string and (2) user must have access to it via chartfield/row-level security.</p> <p>Forward request to ITS Client Services [8-3333].</p>
 <p>Figure 8 Select Parameters</p>	<p>8. “Server Error [1012]: Oracle Error -1: ORA-01795: maximum number of expressions in a list is 1000”</p>	<p>8. User is encountering a limit with the Brio software. Fix in process; work-around available:</p> <p>Either narrow down the selection criteria (i.e., specific fund-orgs rather than “All”) -- or -- Do not specify a limit for parameters marked “All” (i.e., orgs or programs or projects)</p>
 <p>Figure 9 Dashboard Controls</p>	<p>9. Purple buttons are non-responsive</p>	<p>9. Possible software bug.</p> <p>Forward request to BSIRAD [askITS@nyu.edu].</p>

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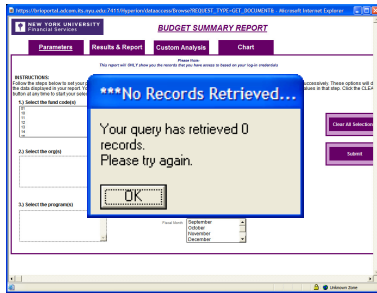


Figure 10 Submitting Parameters

10. “***No Records Retrieved...”
 “Your query has retrieved 0 records.
 Please try again.”

10. The report has returned 0 rows:
 a. Chartfield security may be suppressing rows.
 b. There is no activity matching your criteria
 c. Report may suppress rows not applicable to context (i.e., balance sheet account transactions)

If user does not have appropriate chartfield security, the proper form should be supplied!
 -- otherwise --

Forward to ITS Client Services [8-3333];
 Verify Chartfield Security.

If Chartfield Security has been validated,
 forward request to BSIRAD
 [askITS@nyu.edu].

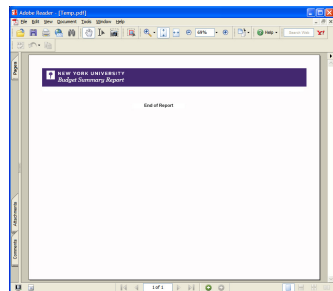


Figure 11 Reporting

11. Report is showing incorrect figures
 -- or --
 Not seeing expected figures in report

11. Possible report/user error

Forward request to BSIRAD
 [askITS@nyu.edu].

¹ <http://www.nyu.edu/financial.services/cdv/pdf/fameaccess.pdf>