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Logi Symphony 24

Symphony 24 Troubleshooting



Address Symphony Microservice Shown as Not Running

This applies to: *Visual Data Discovery*

Symptom

In the Symphony server, running the `sudo service zoomdata status` command shows Symphony as not running even though Symphony is clearly running and accessible via the browser. No noticeable error is seen in the Symphony log files and no other major issue is seen with the actual execution of Symphony.

Possible Causes and Solutions

This issue may be occurring because your Symphony pid file is in the `/tmp` folder of your Symphony server. By default, the Symphony pid file is stored in this directory per the `/etc/init.d/zoomdata` file. If this is the case, there are many reasons why the pid file could be missing from this directory, and would require further investigation from your Linux or Ops engineers. Please check the size of this temp directory as if it is quite small, it can easily fill up depending on the size and usage of the server. Furthermore, some users may have set-up a cron job (or manually) to periodically clean this `/tmp` directory.

As a workaround, the location of the Symphony pid file can be changed to not use the `/tmp` folder. This can be done by modifying the `/etc/init.d/zoomdata` file directly. Look for the following line in this file:

```
# Define Composer pid file
[ -z "$ZOOMDATA_PID" ] && ZOOMDATA_PID="/tmp/zoomdata.pid"
```

We suggest either using the Symphony directory or some other directory where the Symphonys user has write access that does not risk being cleaned out by something like a cron or manual job.

Intermittent WebSocket Disconnects in Symphony

This applies to: *Visual Data Discovery*

Resolutions

When experiencing intermittent or frequent WebSocket disconnects in Symphony, check for the following:

- What version of Symphony you are using? Consider upgrading to the latest available version. There have been various fixes and improvements to WebSocket behavior implemented that may address your issue.
- Follow-up with your network or IT team to verify if the issue is network-related. For example, traffic between Symphony and your end users may be getting rerouted or there could be some other kind of network configuration that is causing skyrocket timeouts to occur in your environment on a frequent or regular basis.
- Check if there are any other applications (e.g. antivirus) that might be trying to block WebSocket sessions from establishing.
- Are these WebSocket disconnects only occurring in Symphony or can these WebSocket disconnects be observed by the end-user when using other applications from the same browser machine?
- If you are using a load balancer with Symphony, consider the following:
 - Review your load balancer configuration to determine the default session or WebSocket timeout value for your environment. Increase the timeout value if needed.
 - Your load balancer may not support protocol changes (HTTP/101), such as Amazon Web Services (AWS) Elastic Load Balancing (ELB). The Symphony application, which uses a combination of HTTP, REST services, and WebSockets, requires a load balancer that supports protocol switching. In this case, consider using an alternative load balancer that supports protocol changes or configure it to function as a Layer-3 proxy if possible. If you are using ELB, you might find this [blog post](#) informative and a good starting point.
 - If you are using HAProxy version 1.5 or newer, please review your configured timeout setting for **tunnel mode** because it will override other server or client timeout settings. Thus, if set to a low value, this setting can cause frequent WebSocket disconnects to occur. For more information about tunnel mode, refer to the [HAProxy documentation](#).



Note: By default, the session timeout for the Symphony server is **30** minutes. If users are idle for extended periods of time, the existing WebSocket connections will timeout and this is expected behavior.



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Can Symphony Be Installed From an RPM Repository?

This applies to: *Visual Data Discovery*

Yes, it is possible. If you would like more information please contact insightsoftware [Technical Support](#) for assistance.



What Is This Unsupported Class Error?

This applies to: *Visual Data Discovery*

The `UnsupportedClassVersionError: Main : Unsupported major.minor version 52.0` error typically occurs when the Java version with which the plug-in is compiled differs from the Java version that the Symphony server is using. Symphony and its related plug-ins are compiled using Java 8 (1.8.0_131 or later). However, for example, if an older Symphony server you have installed is running Java 7, it may not be able to read the Java 8 format class files in the corresponding plug-in (e.g. Phoenix connector, etc.) and will thus error out. If this is the case, upgrading to the latest Java version should resolve the issue.

Use the `java -version` command on Linux to determine the Java version.

How Do I Enable Debug Mode in Symphony Services?

This applies to: *Visual Data Discovery*

Debug mode logs additional information when trying to troubleshoot an issue. Debug mode should *only* be enabled for further troubleshooting. You may not want to leave debug mode enabled because it can be resource and log intensive!

You can enable debug mode using one of two methods:

Change Logging level at runtime without the service restart. Run the following API call:



Important: Restarting any service will also reset logging options and automatically disable debug mode by default.

```
#zoomdata/web service
curl -X POST "http(s)://<host>:<port>/discovery/actuator/loggers/com.zoomdata" \
-H "Content-Type: application/json; charset=utf-8" \
-d '${ "configuredLevel": "DEBUG" }' \
-u <admin>:<password>
#other services, query-engine, edc
curl -X POST "http(s)://<host>:<port>/discovery/actuator/loggers/com.zoomdata" \
-H "Content-Type: application/json; charset=utf-8" \
-d '${ "configuredLevel": "DEBUG" }' \
-u <admin>:<password>
```

1. Replace the <password>, <host>, and <port> parameters with appropriate values. The user must be the **admin** user to change the instance logging level. Useful logging levels are DEBUG, INFO (default), ERROR.

The java package name prefix is `com.zoomdata`. Alternatively, it may be `org.springframework`.

2. Permanently change the service logging level, then restart the service. Add the following property to the parameter to the `zoomdata.properties` file or any other service `.properties`, then restart the service.

```
#com.zoomdata and org.springframework are java package names
logging.level.com.zoomdata=DEBUG
logging.level.org.springframework=DEBUG
```



Verify the Symphony Server Restart

This applies to: *Visual Data Discovery*

If you restarted the Symphony server using the `sudo service zoomdata restart` command but still experience issues, you can verify that the Symphony Server successfully restarted.

To verify, complete the following steps:

1. Obtain the Symphony Process ID (PID) information by running:

```
ps aux  
grep zoomdata
```

2. Then check the running time of the PID by running:

```
ps -p [your_zoomdata_PID] -o etime=
```

3. Next, stop the Symphony Server:

```
sudo service zoomdata stop
```

4. Check whether the Symphony Server is still running:

```
ps aux  
grep zoomdata
```

5. Optional: Check whether the ports for Symphony are still available:

```
netstat -anp  
grep 8080
```

6. If you discover that the Symphony Server is still running, you will need to force stop the Server by running:

```
kill <your_zoomdata_PID>
```



Note: If this command does not successfully terminate Symphony, you can enter the following command line:

```
kill -9 [your_zoomdata_PID]
```

For additional information about the Linux kill command, please refer to the appropriate Linux documentation or the following [Linux/Unix Command: ps/kill](#) topic.

7. After successfully stopping the Symphony Server, you can start it up again:

```
sudo service zoomdata start
```

8. Check the running time of the Symphony PID again:

```
ps -p <your_zoomdata_PID> -o etime=
```

The new Symphony running time should reflect the time you restarted the server.



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Reduce Resource Allocation Due to Live Mode

This applies to: *Visual Data Discovery*

Symphony supports live streaming sources, as well as the ability to play historical data sets using time controls available in the visual canvas. If you choose to play through your data, significant CPU and memory usage may result. However, you can add a [server-level](#) variable to enable or disable animation on the time bar for Live sources and a configurable setting that can be used to set the refresh rate for Live Mode.



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Ensure Your Custom Favicon Sticks in Browser Tab

This applies to: *Visual Data Discovery*

Problem : You added a custom favicon to the Symphony user interface, but it changes back to the default Symphony icon.

Resolution : Try clearing your browser's cache after uploading a custom favicon. This should resolve the issue and your custom icon should display as expected afterward. If this does not resolve your issue, you can [contact Technical Support](#).



Why Can't I Recreate Users that Previously Existed?

This applies to: *Visual Data Discovery*

Users may notice that if they delete a user while logged in as an administrator, they cannot recreate users with the same username. When you delete users while logged in as an administrator, the user is not completely removed from the system. Instead, it is no longer assigned to the account. This happens to ensure that we do not delete a user who has been assigned several accounts by an administrator who has no authority to see the other accounts. So, the user remains in the system and cannot be recreated.

To completely delete a user, log in as the supervisor and delete the user there. The user will be completely removed from the system and you can then create a user with the same user name. See [Manage Users in Symphony](#).

Icons Not Reverting to Defaults After Screenshot Microservice Disabled

This applies to: *Visual Data Discovery*

The Screenshot microservice can be enabled in Symphony using CentOS and Ubuntu. However, users might notice that even after disabling the Screenshot microservice, Symphony continues to use existing screenshot images and does **not** automatically revert back to the original default icons for visuals or dashboards used by Symphony after installation. To revert the icons used by Symphony for the visuals or dashboards before the Screenshot microservice was enabled, you must delete all the screenshots in the metadata directly.

To do this in MongoDB, run the following commands:

```
use zoom;  
db.screenshots.remove({});
```

Use the `mongo` command to access the mongo shell through the Linux command line.



Note: Make sure you disable the Screenshot microservice as well via the `zoomdata.conf` and `zoomdata.properties` files and restart the Symphony microservice for the changes to take effect.



Elasticsearch: What Are the Commonly Reported Issues?

This applies to: *Visual Data Discovery*

Why am I unable to define a Group-by after creating a visual?

By default, the data within an Elasticsearch data source is stored as "text" fields. However, in order to set a group-by, the field needs to be set as type "attribute" or else it will not show up in the group-by section. Please check your fields to make sure that the appropriate fields you would like to group-by are set as "attribute" within your Elasticsearch data source.

Why do my data source fields only contain single words?

Every string field in Elasticsearch is analyzed by default. If your field is "analyzed", this means that each individual word within your string is tokenized/indexed, so they will return as separate values. Thus, if you want Elasticsearch to respect the string and not return the string as individual entities, please make sure to set the field to be "not analyzed" within your Elasticsearch data set.

Resolve the Hive Timeout Warning Message

This applies to: *Visual Data Discovery*

Troubleshooting

Issue description: A timeout warning message is displayed when you try to open a dashboard based on a Hive data source. This is possibly being caused by the configuration of the Hive server.

Workaround: If you are encountering timeout errors, you can first try to create or modify the settings in the Hive configuration file `edc-hive.properties`. See [Configure ComposerSymphony](#).

- Increase the timeout value that causes this exception to 2 minutes:

```
datasource.time-limits.max-wait-time-sec=120
```

- If the Hive server has at least 64 GB storage and 16 cores, modify the values for the following parameters:

```
datasource.connection-limits.max-idle=5  
datasource.connection-limits.max-total=5
```

Initial Kerberized Impala Troubleshooting Steps

This applies to: *Visual Data Discovery*

After configuring Symphony to connect to a kerberized Impala data source per [Connect To A Kerberized CDH Cluster](#), Symphony may still fail to connect when the user attempts to create a new Impala data source to this kerberized CDH cluster. In these situations, we recommend you to check the following first before opening a support ticket for further assistance:

- Verify that the time is synchronized between the Kerberos and Symphony servers. Kerberos is very sensitive to time differences that exist. If possible, consider configuring a Network Time Protocol (e.g. ntpd) to synchronize the time on your servers.
- Double-check the configuration parameters, JDBC URL, and that the correct user is specified in the `zoomdata.jvm` file for Kerberos. For example, an unintended space when copying parameters can cause the connection to fail.
- Check if you are using AES-256 encryption level in your Active Directory. By default, Java *does not* support AES-256 encryption. In case your environment is using AES-256 encryption, make sure to do the following whenever you install Symphony on a new server or you are upgrading Symphony to a new major version:
 1. Navigate to the [Java Cryptography Extension \(JCE\) Unlimited Strength Jurisdiction Policy Files 8 download page](#).
 2. Download the archive `jce_policy-8.zip`.
 3. Extract the `jce/local_policy.jar` and `jce/US_export_policy.jar` files from the archive to the appropriate directory. Overwrite the files already present in the directory.
 - i. Linux: `/opt/zoomdata/jre/lib/security/`
 - ii. Windows: `<install-path>/jre/lib/security/`
- 4. Restart Symphony.



Display All Unique Elements for a Selected Filter Panel Attribute

This applies to: *Visual Data Discovery*

Resolution

The reason that only some, and not all, of the available attribute elements are showing on the filter panel is due to how Symphony samples the data by default during the initial source creation. To have the filter panel populate with all the field elements, please refresh the field from within the data source so all the data is sampled. To do this:

1. Ensure you are logged into Symphony as an administrator.
2. Select **Sources** from the main menu. The [Sources](#) page appears.
3. Scroll down the list of connected data sources, select the target source and navigate to the **Fields** page.
4. Scroll to the field on which the filter is being applied.
5. Under the **Statistics** column, select the **Refresh** button.

This ensures that all the values for that specific field will appear on the filter panel of the visuals or filter snippet.



Fix Blank Visuals in the Home Page (for RPM Installations)

This applies to: *Visual Data Discovery*

Symptom

If you successfully installed the RPM version of Symphony and only see blank visuals on the dashboard, there may be a hostname mismatch in two specific Symphony files: `/etc/sysconfig/network` and `/etc/hosts`.

Possible Cause

In the file `/etc/sysconfig/network`, the following setting is needed:

```
HOSTNAME=<servername>
```

Substitute any alphanumeric hostname for `<servername>`.

In the file `/etc/hosts`, the following should be listed:

```
<your_server_IP> <servername>
```

Substitute the IP address and hostname of your Symphony instance for `<your_server_IP>` and `<servername>`.

Resolution

To resolve this issue, open the two files and verify that the hostname references in both files match.

- If the hostname reference does not exist in the `/etc/sysconfig/network` file, then it must be added. The name must match the name in the `/etc/hosts` file.
- If the hostname reference exists in both files, then one of the references must be revised to match the other.

To correct this error:

1. Log out of Symphony, if you are still in the program and close the browser.
2. From your terminal, open a command line session.
3. Change to the `zoomdata` directory. See [Configure ComposerSymphony](#) if you need guidance.



4. Edit the file `/etc/sysconfig/network`. Search for the term `HOSTNAME`. If the term is not in the file, add the following line:

```
HOSTNAME=<servername>
```

Substitute any alphanumeric hostname for `<servername>`.

Save the file.

5. Edit the file `/etc/hosts`. Find or add the following line in the file.

```
<your_server_IP> <servername>
```

Substitute the IP address and hostname of your Symphony instance for `<your_server_IP>` and `<servername>`. Verify that the `<servername>` specified in the `/etc/hosts` file matches the `<servername>` in the `/etc/sysconfig/network` file.

Save the file.

6. Open a new browser session and log back into Symphony to verify that the visuals are displaying in the gallery.

If this solution did not resolve the problem, contact Symphony [Technical Support](#).



Can I Use Multiple Data Sources on the Same Visual?

This applies to: *Visual Data Discovery*

Generally, visuals can only be created from a single data source (to a single table or view). However, our dashboards can contain multiple visuals side-by-side that originate from multiple data sources. In addition, the following Symphony features can be used to examine data from different data sources:

- You can create cross-source links between fields from the different data sources used by the different visuals on a dashboard. You can then apply filters to the cross-source-linked fields. See [Use Cross-Source Links](#).
- You can create a fused data source containing data from different data sources and use the fused data source for your dashboard visuals. See [Fuse Data Sources](#).



Address SQL Data Sources Displaying Date and Time Fields Incorrectly in Excel

This applies to: *Visual Data Discovery*

This behavior is not a bug or an issue with Symphony but actually a result of how Microsoft Excel tries to read the date or time data stored in the generated CSV file. CSV files don't have a specific format, they just contain data. When Excel tries to examine this data, it tries to set an appropriate format for it. If you open the CSV file using a text editor (for example, Sublime Text), you will notice that the date or time fields and corresponding values display correctly as a string value within quotation marks. Excel can recognize a string containing a human-readable date or time value, but it will convert this value to its own internal time stamp value represented as a floating point number. Excel then applies an appropriate (or default) date or time style to these cells, but the format displayed may not necessarily use or match the string representation shown in the CSV file.

When you initially open the CSV file in Excel and select the actual date or time field, you might notice that the correct value and actual value of the cell is displayed in the "function" section even if the value shown in the specific cell is different.

Opening the CSV file with Excel and saving it might cause the file to overwrite the date or time data with the incorrect format instead. Please check the initial CSV file generated by Symphony during export.

To ensure Excel displays the date or time data correctly, use one of the following methods:

1. Prefix the formatted date strings in the CSV file by adding an "=" symbol before the date or time values in quotes for each individual row (e.g. "2013-09-17 04:00:00.0", "Alabama" becomes ="2013-09-17 04:00:00.0", "Alabama")
2. Format the column in Excel so that the cells use the correct date or time format by right-clicking the column (or cells) and selecting the **Format Cells** option.

For more information about making formatting changes (trying to set a different default date or time format) or general formatting behavior in Excel, please refer to Microsoft Excel's documentation.



Address Safari Browser Connection Lost Error When Rendering a Visual

This applies to: *Visual Data Discovery*

Symptom

When trying to render a visual using one of your data sources (including Symphony's Real Time Sales demo source), you may observe an issue where the visual never finishes rendering and you receive a 'connection lost' error as a red bar across the top of the browser. Specifically, this issue seems to only occur when using Safari but not in other browsers such as Chrome.

Possible Cause and Resolution

You may be encountering this issue because you are trying to use a self-signed certificate in Safari. By default, Symphony will initially use a self-signed certificate for SSL unless otherwise configured. Because of how Safari's security settings are configured, the web-socket requests are likely getting denied causing the "connection lost" error and the visual to never render properly. You can address this issue by one of two methods:

1. Disable SSL in your Symphony Server and make sure to use the 'http' connection when connecting to Symphony via Safari
2. Configure your Symphony server to use a new, valid SSL certificate instead of using the default, self-signed certificate. This can be done by adding an SSL certificate to your Symphonys server

What Should I Check for if Live Mode Is Configured But My Dashboard Data Isn't Updating?

This applies to: *Visual Data Discovery*

Before opening a support ticket with Symphony [Technical Support](#), please check the following first:

- Data might be added in real time but not for "now" depending on the time field that Symphony is using to play on. Since live mode only queries for any new data that comes in since the query was last executed, any "new but historical" data will not be captured until the dashboard is refreshed and the full query is executed.
- Verify that the time is in sync between the database server and Symphony server.
- Verify that the database server and Symphony server is using the same time zone.
- Try enabling Delay Mode (*with a significant delay*) to see if that makes any difference.



The Cross-Origin Request Blocked Error

This applies to: *Visual Data Discovery*

Cross-origin resource sharing (CORS) is a new standard introduced in HTML 5 that allows web applications to use HTTP headers to specify which origins are permitted to request resources on the server. Modern web browsers will consult the Access-Control-Allow-Origin header on how to relax the same origin policy for a given page.

By default, this setting was disabled starting version 1.5.0SR1 due to security vulnerability concerns. However, CORS can be enabled for certain or all domains through the zoomdata.conf (`/etc/zoomdata`) file. Please add the following parameter:

```
access.control.allow.origin=*
```

The * will open CORS for all domains. If you want to specify specific domains, replace the * with the appropriate domain name. Refer to your Tomcat documentation to verify the appropriate syntax to use.

Please restart Symphony server after making this change and also make sure to clear your browser cache.



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What's the Difference between the Symphony REST API and the SymphonyJavaScript SDK?

This applies to: *Visual Data Discovery*

Symphony provides a REST API for your development needs.



Important: The Symphony SDK is no longer supported.



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Why Don't SDK-Embedded Visuals Display Properly Unless a User is Logged In?

This applies to: *Visual Data Discovery*

Please make sure that the API key that was generated for your SDK implementation has appropriate access to ALL the data sources being used by your embedded visuals in your custom HTML page.

Please refer to our [Data Discovery Security Configuration Object](#) support topic for more information.

Troubleshooting Export Providers

This applies to: *Managed Dashboards, Managed Reports*

Symphony provides the ability to share dashboards, reports, and other views in [exported formats](#) such as PDF, image, Excel and PowerPoint. You can also receive these exports automatically through [notifications](#).

This article describes some error messages you might see when exporting and how to troubleshoot them.

Pre-Requisites For Export

Exporting has certain requirements on the Symphony server, which depend on the server's operating system:

- For a Windows server, the Chrome Embedded Framework (CEF) plugin used in the exports requires prerequisites such as **Visual C++ Redistributable Packages** and **Microsoft .NET**. These are installed automatically as prerequisites in the first step of creating an instance, or you can install them yourself using the links found in the system requirements.

Internal Application URL Configuration

Exporting content relies on the *Internal Application URL* [configuration setting](#) in Symphony's administration area, which may need to be confirmed or updated by an administrator. For example, the address used to access the application may have changed since installation. An incorrect setting may lead to various error messages.

There is a dedicated [health check](#) named *DBI0045 : Internal Application URL Status* that can confirm this setting is correct.

Application Logs

When an error occurs or the exported output isn't as expected, a Symphony administrator may find helpful information in the [application logs](#).

Not all messages are included in the logs by default. To view all related messages:

- Find and edit the *Log Filter* [configuration setting](#) in Administration.
- In the *Configure Log Filter* dialog, find *Standard Export Providers* under *Extensions*, and change its setting to *Verbose*.
- Submit the changes and export your content again.
- View the [application logs](#) in Administration. After finding the information you need, you can set the log filter setting back to *Default0*.

After finding the information you need, you can set the log filter setting back to *Default*.

Errors and Issues

The Export Process Failed (1004): <exception>

This error message means there is a JavaScript exception in the browser, and includes details about the script errors that are preventing export. For example:

The export process failed (1004): Script Exception - https://reporting/Dundas.BI.Web.WebApp/Scripts/bunches/dundas/base.min.js? v=86694048814(11): Script error - Adapter: 'table1' Event Name: 'datachanged' Script Name: 'script 2' TypeError: Cannot read property 'cellset' of null

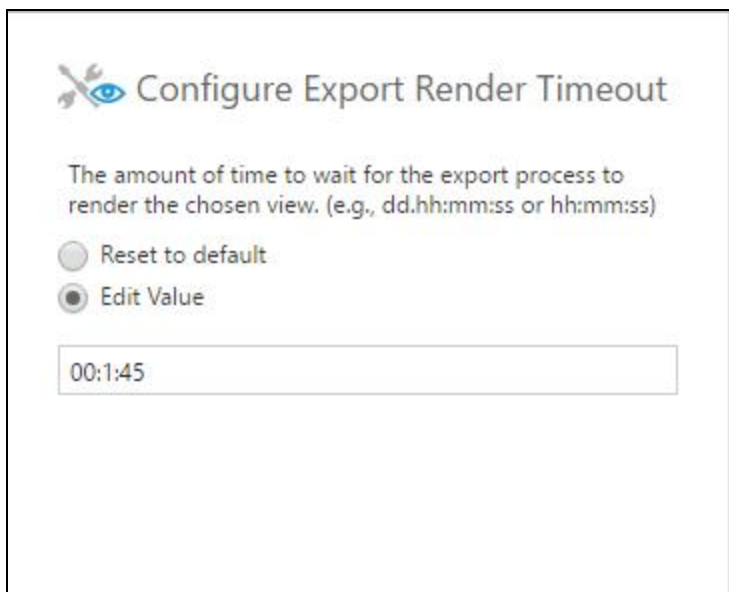
This error message would indicate an error from the script added to the **Data Changed** event of the element with script name **table1** is causing the export to fail.



Note: You can use the [Layers window](#) to find an element by its display name and edit its script actions.

The Export Process Failed (1006): The operation has timed out. Verify the Internal Application URL in configuration is correct.

The export process has timed out before the report could be rendered. This could be because it was unable to access the application due to an incorrect *Internal Application URL* setting, or you may need to allow a longer time for exporting larger reports by increasing the *Export Render Timeout* setting from its default of 45 seconds. Symphony administrators can change these in the [configuration settings](#) in Administration, or you can customize the export timeout on individual views in the Properties window when editing.



 **Configure Export Render Timeout**

The amount of time to wait for the export process to render the chosen view. (e.g., dd:hh:mm:ss or hh:mm:ss)

☐ Reset to default

☒ Edit Value

00:1:45



The Export Process Failed (1007): Unexpected error encountered

Any error message starting with *The Export Process failed (1007): Unexpected error encountered*, and followed by a three digit negative number and short caption, indicates that the internal application URL being used for the export process is incorrect or pointing to a specific page within the Symphony instance rather than the root of the website.

Internal Application URL is a [configuration setting](#) in Administration.

Common error codes include:

(-102) - Connection Refused - The port number is incorrect

(-105) - Name not resolved - The hostname is incorrect

(-104) - Connection failed - Check the internet connection

Please contact Symphony Support if you encounter any other 1007 error.

Export File Generated With No Data

If you are exporting a visualization and it does not show any data, check whether **Disable Auto Data Loading** was selected on that visualization in the **Properties** window.

If this setting is meant to be selected, you can add a script in the **Before Export** action of the dashboard/view to load the data automatically before the export takes place.

For example, the following script can be used to load the data for a table:

```
e.isAsync= true;
var def = table1.loadData();
def.done(function (results) {
    e.deferred.resolve();
});
```

HTTP Error Code

Any *export process failed* error message with an error code between 300 and 500 is an HTTP error. More information on these can be found on the internet.

Contacting Symphony Support

If you come across any other error message or if the provided solution does not resolve the error, please contact support.

When contacting support, send the full error details, and the **config.dat** file generated during the export process as detailed below.



Obtain the config.dat File

To obtain the config.dat file, first turn on Verbose logging and then export your content as described [above](#), then you will find an entry in the [application logs](#) with a message starting with *config.dat*.

View the details of this log entry, and copy the **Message** contents into your message to support.

For more information, see:

- [Dashboard Editing Export Options](#)
- [Symphony Notifications \(Alerts\)](#)
- [Configuration Settings](#)
- [Application Logs](#)

Symphony SharePoint Web Part Issues

This applies to: *Managed Dashboards, Managed Reports*

Issue: Viewer Web Part does not work in Internet Explorer

Symptom:

- The Symphony Viewer Web Part works in Chrome or Firefox but not Internet Explorer (IE). You see an error message stating your current browser is not supported.

Cause:

- This could be due to a known issue with SharePoint forcing its own Compatibility Mode by using a meta tag in the SharePoint master page to render the page in IE 8. Confirm this by checking the source code of your SharePoint master page. The meta tag looks like this:
 - `<meta http-equiv="X-UA-Compatible" content="IE=some value"/>`

Resolution:

- To resolve this, change the above meta tag to:
 - `<meta http-equiv="X-UA-Compatible" content="IE=EDGE"/>`
- EDGE tells IE to render in the highest possible version available. However, note that this may affect or break other parts of your SharePoint site/applications that are relying on IE 8 compatibility.



Important: Internet Explorer is no longer supported.



Login Fields troubleshooting

This applies to: *Managed Dashboards, Managed Reports*

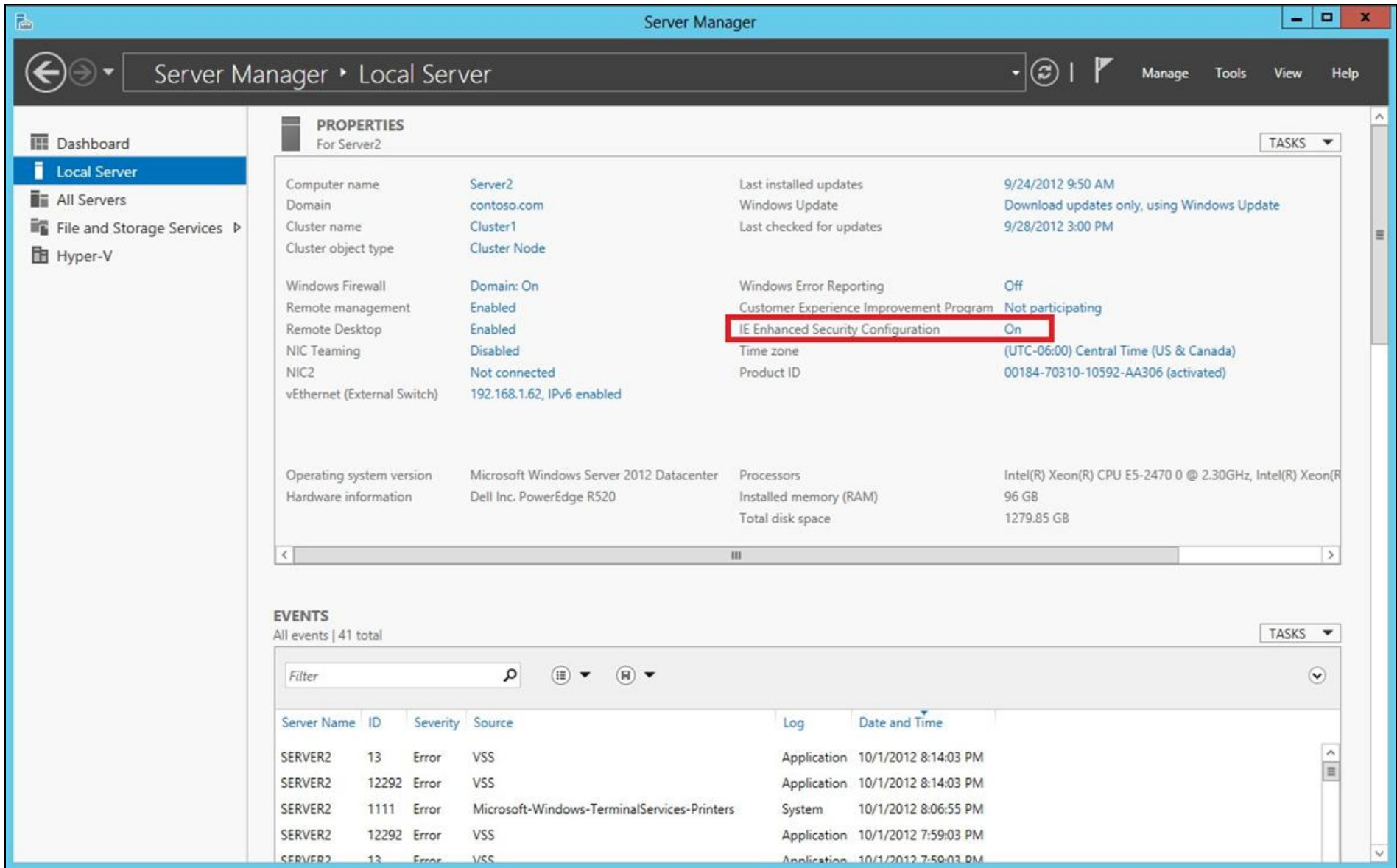
Issue: A blank login screen shows on the Symphony website in Windows Server 2012 R2

Symptoms:

- After the installation of the instance in Symphony and prepare to log in, the page displays a blank login page, except for the Symphony logo and the Windows bar.
- Furthermore, upon clicking on the Windows button to log in would still result in going to the blank screen.

Resolution:

The issue is that the IE Enhanced Security is enabled in Internet Explorer. To disable it, open **Server Manager**, and go to Local Server. **Go Properties**, and look for **IE Enhanced Security Configuration**.



The screenshot displays the 'Server Manager' application window. The title bar reads 'Server Manager'. The breadcrumb navigation shows 'Server Manager > Local Server'. The left sidebar contains a tree view with 'Local Server' selected. The main area is divided into two sections: 'PROPERTIES For Server2' and 'EVENTS'.

PROPERTIES For Server2

Computer name	Server2	Last installed updates	9/24/2012 9:50 AM
Domain	contoso.com	Windows Update	Download updates only, using Windows Update
Cluster name	Cluster1	Last checked for updates	9/28/2012 3:00 PM
Cluster object type	Cluster Node		
Windows Firewall	Domain: On	Windows Error Reporting	Off
Remote management	Enabled	Customer Experience Improvement Program	Not participating
Remote Desktop	Enabled	IE Enhanced Security Configuration	On
NIC Teaming	Disabled	Time zone	(UTC-06:00) Central Time (US & Canada)
NIC2	Not connected	Product ID	00184-70310-10592-AA306 (activated)
vEthernet (External Switch)	192.168.1.62, IPv6 enabled		
Operating system version	Microsoft Windows Server 2012 Datacenter	Processors	Intel(R) Xeon(R) CPU E5-2470 0 @ 2.30GHz, Intel(R) Xeon(R)
Hardware information	Dell Inc. PowerEdge R520	Installed memory (RAM)	96 GB
		Total disk space	1279.85 GB

EVENTS
All events | 41 total

Filter [] [] [] []

Server Name	ID	Severity	Source	Log	Date and Time
SERVER2	13	Error	VSS	Application	10/1/2012 8:14:03 PM
SERVER2	12292	Error	VSS	Application	10/1/2012 8:14:03 PM
SERVER2	1111	Error	Microsoft-Windows-TerminalServices-Printers	System	10/1/2012 8:06:55 PM
SERVER2	12292	Error	VSS	Application	10/1/2012 7:59:03 PM
SERVER2	13	Error	VSS	Application	10/1/2012 7:59:03 PM

For more information, see:

- [Log on to Symphony](#)

Viewing Performance Measurements

This applies to: *Managed Dashboards, Managed Reports*

This article shows you how to access performance measurements for retrieving and processing data in Symphony.

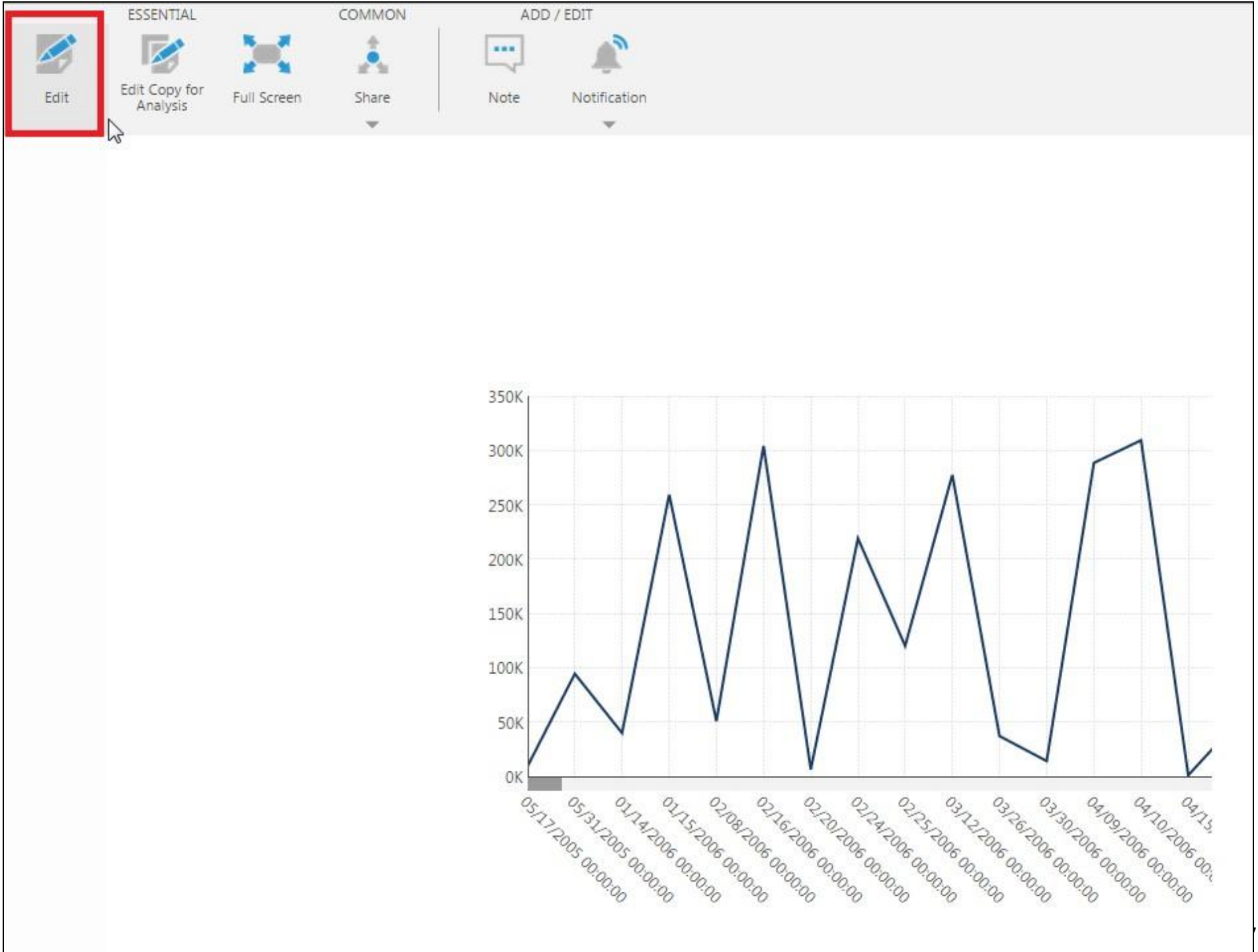


Note: An administrator can view the queries sent to the database in the [application logs](#) by configuring the *Query Audit* log filtering in the [configuration settings](#).

For a Metric Set

You can view the performance measurements for the [metric set](#) behind any visualization, which is what provides its data.

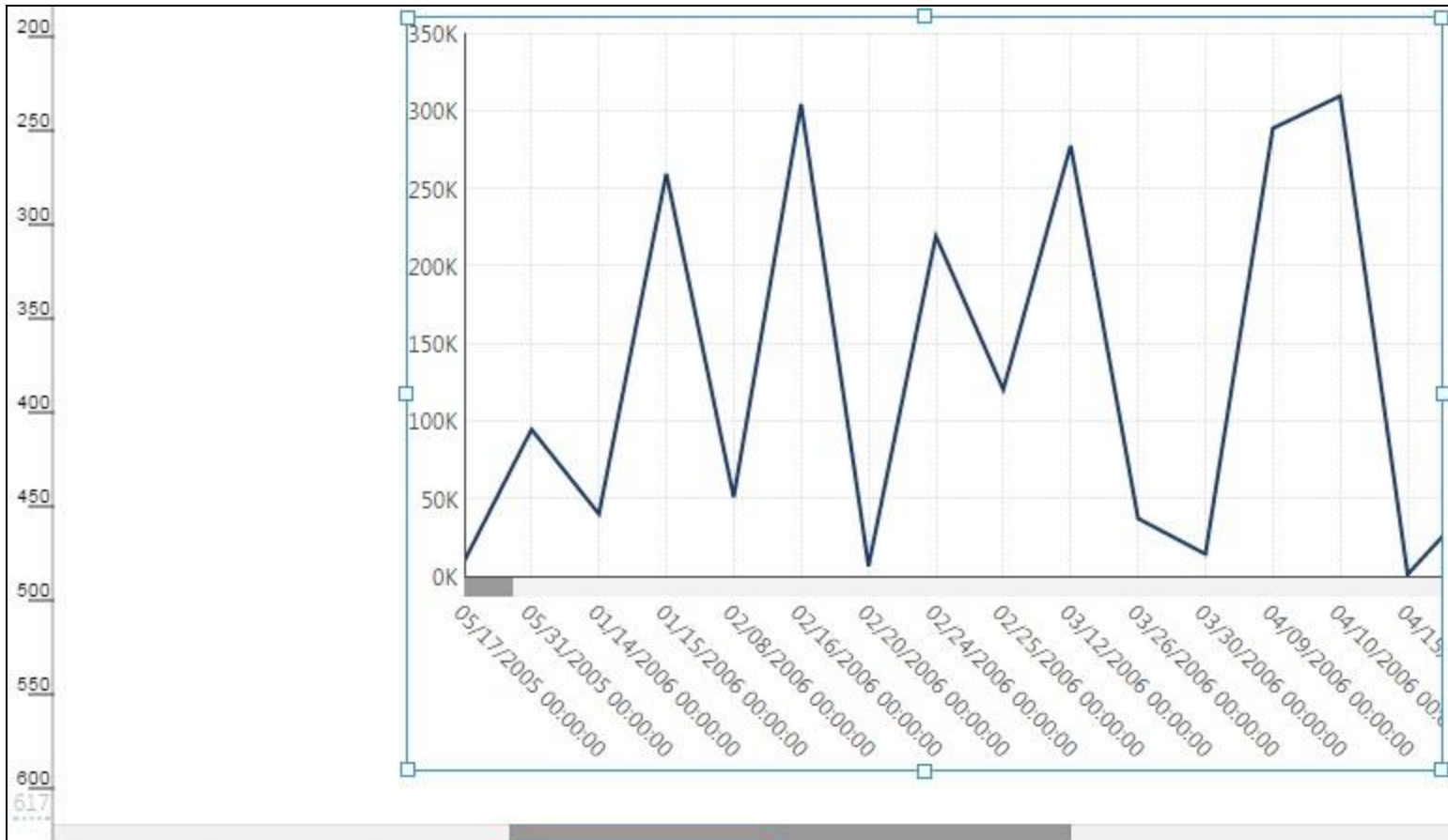
Open your dashboard or other view, and click **Edit** if you are currently viewing.



Select the data visualization for which you want to view the performance measurements.



Open the **Data Preview** window, and select **Performance Measurements**.

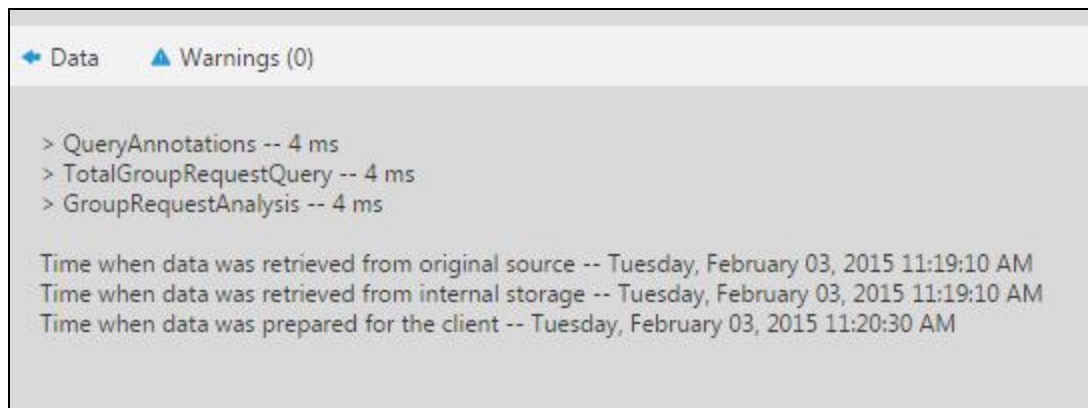


☒ SCRIPT EDITOR
 ☐ PARAMETERS
 ☒ DATA PREVIEW

☒ Performance Measurements (3)
 ☐ Warnings (0)

OrderDate	SubTotal
Grand Total	63,791,994.84
05/17/2005 00:00:00	9,491.52
05/31/2005 00:00:00	94,404.30
01/14/2006 00:00:00	39,874.77

The performance measurements are shown in milliseconds, along with the times when the data was retrieved and prepared.



Note: These statistics represent the time taken to display the data in Data Preview, and may not be identical to the statistics seen when retrieving data for certain visualizations (see below for an alternative). They may also reflect a data result that had been retrieved previously and [cached](#).

For a Dashboard or View

You can view the overall performance measurements of a dashboard or other view including the data for all of its visualizations from when they first loaded, while you are either viewing or editing.

When viewing, find and open the **Performance** window, which may be [minimized](#) to the status bar and displaying only its icon.

If you are editing, you can click on the dashboard canvas to de-select all other controls, then click to open **Data Preview**. The performance measurements from the first load will appear:

SCRIPT EDITOR
PARAMETERS
DATA PREVIEW

Overview - First load information

▲ Warnings (0)

chart 1

- > ResolveDataCache -- 10 ms
- > QueryAnnotations -- 40 ms
- > TotalQueryData -- 146 ms
- > TransformConversion -- 1 ms
- > TotalGroupRequestQuery -- 157 ms
- > GroupRequestAnalysis -- 45 ms

Time when data was retrieved from original source -- Friday, March 06, 2015 1:32:08 PM
 Time when data was retrieved from internal storage -- Friday, March 06, 2015 1:32:08 PM
 Time when data was prepared for the client -- Friday, March 06, 2015 1:32:08 PM

chart 2

- > GenerateDataRequest -- 1 ms
- > ResolveDataCache -- 6 ms
- > QueryAnnotations -- 44 ms
- > TotalQueryData -- 171 ms
- > TransformConversion -- 1 ms
- > TotalGroupRequestQuery -- 179 ms
- > CellsetSimplification -- 1 ms
- > GroupRequestAnalysis -- 45 ms

Time when data was retrieved from original source -- Friday, March 06, 2015 1:32:08 PM
 Time when data was retrieved from internal storage -- Friday, March 06, 2015 1:32:08 PM
 Time when data was prepared for the client -- Friday, March 06, 2015 1:32:08 PM

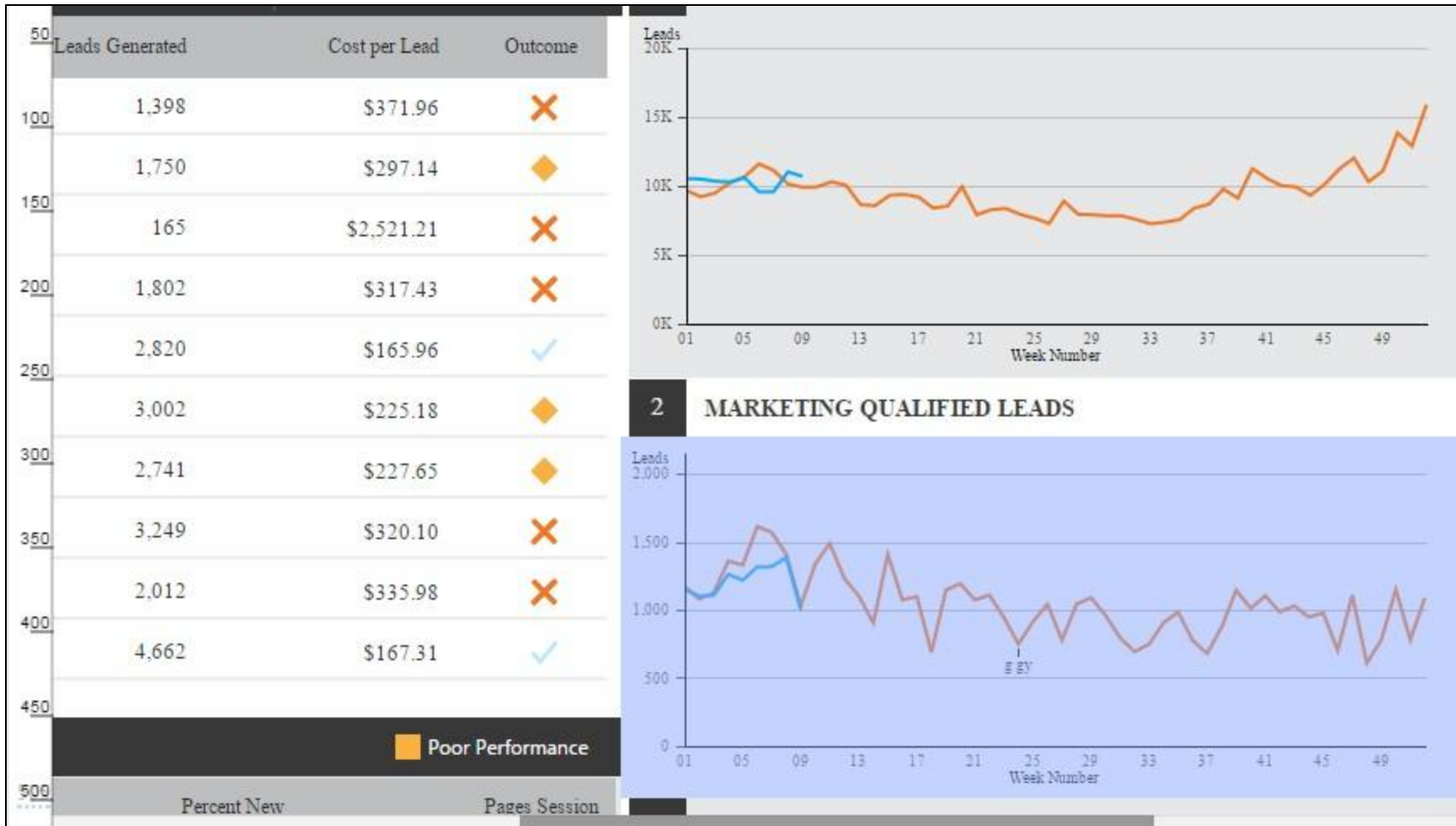
chart 3

- > ResolveDataCache -- 27 ms
- > QueryAnnotations -- 25 ms
- > TotalQueryData -- 131 ms
- > TransformConversion -- 1 ms



- Archive of documentation for Logi Symphony v24

To know which data visualization corresponds to a performance measurement, click on the visualization name and it will be highlighted on the canvas.



SCRIPT EDITOR PARAMETERS DATA PREVIEW

Overview - First load information

Warnings (0)

Time when data was prepared for the client -- Friday, March 06, 2015 1:32:08 PM

chart 2

- > GenerateDataRequest -- 1 ms
- > ResolveDataCache -- 6 ms
- > QueryAnnotations -- 44 ms

Available Performance Measurements

Measurement	Definition	Description
CachingData	Data Caching	The time used to cache data and clone the cached result.
CellsetPagination	Cellset Pagination	The time used to perform cellset pagination.
CellsetSimplification	Cellset Simplification	The time used to perform cellset simplification for applicable data visualization controls.
CollapsingMembers	Collapsing Members Merge	The time used to collapse cells for the required collapsed members.
ColumnRowConversion	Cellset Result Conversion	The time used to convert a multi-dimension cellset to a standard column-row cellset result.
DrillDownAnalysis	Drill-down Analysis	The time used to perform drill down analysis.
ElementStatistics	Element Statistics	The time used to perform element statistics computations.
FormatMeasureValues	Measure Values Formatting	The time used to perform measure value formatting.
FormulaProcessing	Formula Metric Set Computations	The time used to perform formula metric set computations.
GenerateDataRequest	Data Requests Definition	The time used to generate the server data request.
GroupRequestAnalysis	Client Requests Analysis	The time used to analyze the client requests, perform parameter clean-up and request grouping optimizations.
HierarchySorting	Hierarchy Sorting	The time used to perform in-memory hierarchy sorting.
MeasureAnalysis	Measure Analysis	The time used to perform measure analysis for measure filtering and for script, missing data and state group computations.
MeasureComputations	Measure Computations	The time used to perform measure computations.
MeasureConversion	Provider Result Conversion	The time used to convert a provider column-row cellset to a multiple axis cellset. Symphony uses a bi- dimensional cellset that has column and row hierarchies only. However, a client cellset has measures attached to the column tuples (or row tuples if transposed). The conversion time is measured accordingly.
MeasureFiltering	Measure Filtering	The time used to perform measure filtering.
MeasureSorting	Measure Sorting	The time used to perform measure sorting.
MergeExpandedMembers	Expanded Member Merge	The time used to merge expanded members into the cellset result.
MergeParallelPeriod	Period-over-Period Merge	The time used to merge parallel period results with the main cellset result.
MergingAnnotations	Annotations Merge	The time used to merge annotations in the result.
MissingDataComputations	Missing Data Computations	The time used to perform missing data computations.
None	No Measurement Category	The measurements category has not been specified.
ParallelPeriodAnalysis	Period-over-Period Analysis	The time used to perform parallel period analysis.



Measurement	Definition	Description
ProviderAnalysis	Provider Analysis	The time used to perform provider query analysis and optimization.
QueryAnnotations	Annotations Query	The time used to query the data store for retrieving potential annotations for the current data result.
ResolveDataCache	Data Cache Resolution	The time used to resolve potential data caching results.
StateGroups	State Group Computations	The time used to perform computations for state groups.
TotalGroupRequestQuery	Total Group Request	The total time used to retrieve data for a group of compatible metric set requests (same metric set, same parameters, same overrides).
TotalQueryData	ETL Provider Engine	The total timing recorded between the end of provider analysis and the time the first record is successfully read from the ETL layer.
TotalQueryHypergraph	Hypergraph Engine	The total hypergraph query timing.
TotalQueryOlap	OLAP Engine	The total time used to query the OLAP engine. When an OLAP cube does the processing, Symphony records this and potentially other measurements as well if additional conversion/processing is required.
TotalsComputations	Totals Computations	The time used to compute totals and the corresponding states.
TransformConversion	ETL Result Conversion	The time used to convert the provider result to a multiple axis cellset.

Instance Statistics

Symphony can keep track of the load times for all your views and metric sets. To view and analyze these statistics, use the Performance Tracking sample dashboard.

Internet Explorer Compatibility Mode

This applies to: *Managed Dashboards, Managed Reports*



Important: Internet Explorer is no longer supported.

Certain versions of Internet Explorer may only show the Windows log on option on the log on page.

This is likely due to Internet Explorer's compatibility mode, which may be turned on for sites on your local network. Symphony requires an HTML5 compatible browser and this compatibility mode will render the page in an older, non-HTML5 version. To correct this issue, please follow the instructions below.

Instructions

1. Open the browser settings, usually found using the gear icon on the top right
2. Select *Compatibility View settings*
3. Deselect *Display intranet sites in Compatibility View*
4. Open the Developer Tools by typing F12 or by selecting it in the settings menu
5. Switch to the console option of the developer tools
6. In the console, enter the following `localStorage.clear();`
7. Type *Enter* to confirm the script
8. Clear the browser's cache
9. Refresh the page

You should now see the correct log on page.