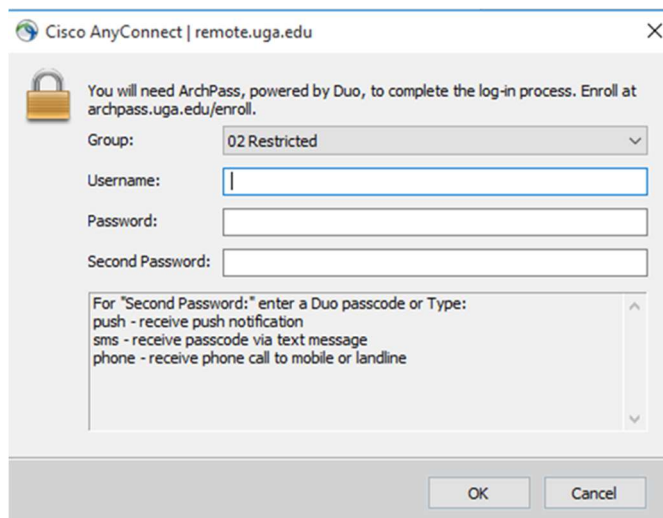


Common Issues Accessing the Reporting Portal

This document provides troubleshooting guidance for the most common problems faced by users of the Data Warehouse. To avoid many of these issues, please ensure that you log in correctly using the VPN.

Logging In to the Data Warehouse Using the VPN:

- Users are required to be logged into the 02 Restricted VPN prior to accessing the Data Warehouse Reporting Portal. Under the “Group” dropdown selection, there are two options listed: “**01 Default**” and “**02 Restricted**”. Select the 02 Restricted option, then complete the remaining fields.



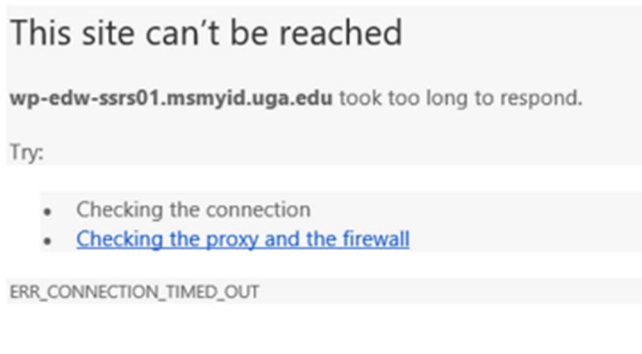
The image shows a Cisco AnyConnect login window titled "Cisco AnyConnect | remote.uga.edu". It contains a message: "You will need ArchPass, powered by Duo, to complete the log-in process. Enroll at archpass.uga.edu/enroll." Below this is a "Group:" dropdown menu with "02 Restricted" selected. There are input fields for "Username:", "Password:", and "Second Password:". A text box below the "Second Password:" field provides instructions: "For 'Second Password:' enter a Duo passcode or Type: push - receive push notification, sms - receive passcode via text message, phone - receive phone call to mobile or landline". At the bottom are "OK" and "Cancel" buttons.

- You must have 02 Restricted VPN access to log into the Data Warehouse Portal. If you do not have access to log into the 02 Restricted VPN, you can request access here: <https://uga.teamdynamix.com/TDClient/Requests/ServiceDet?ID=9829>

Common Errors:

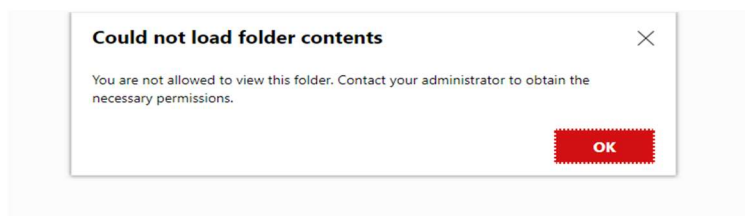
Site Error Message/Connection Timeout Upon Log In

- You need to be logged into the 02 Restricted VPN prior to entering portal.



Load Error Message: “Could not load folder contents”

- Your supervisor needs to request Simpler access for you through the UGA Financial Management Access Request form. After request is granted, you will be added to the active directory for the Data Warehouse reporting portal. The “Access Request Portal” is available at this link:
<https://uga.teamdynamix.com/TDClient/Requests/ServiceDet?ID=24972>



“Page Can’t Be Displayed” Error Message:

- You are currently logged in using Group 01 Default VPN. Log in via Group 02 Restricted VPN.

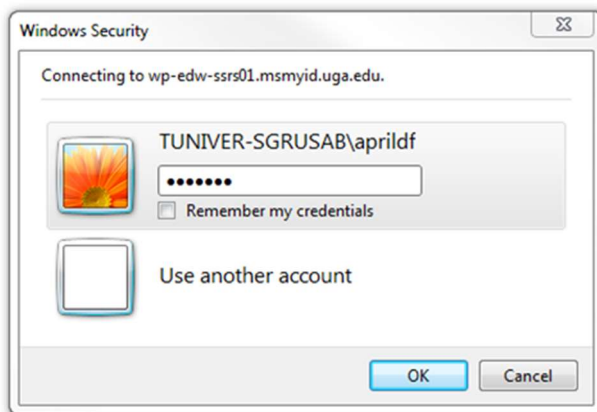
This page can't be displayed

- Make sure the web address <http://wp-edw-ssrs01.msmyid.uga.edu> is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

[Fix connection problems](#)

Loading a Blank Page Once Logged into Portal (and Web Address Shown in Browser is <http://wp-edw-ssrs01.msmyid.uga.edu/reports/>)

- You are logged in on a machine set up with their IT domain (rather than UGA domain). You will need to enter “**myid**/username” along with your UGA password in the login screen.



- By adding the “**myid**/” in front of your UGA username, this should point you to the correct domain. If not, contact your local IT support group to set up your computer in order to see the UGA domain to access institutional resources.

Known Issues:

End User Receives “Error in the OLE DB Provider. Could not connect to the redirector” once inside cube (Also, cannot utilize (+) dropdown selections within Pivot Table)

- This is a known issue currently under further investigation
- This is a potential local domain issue. You could be on a machine with a local domain, despite logging in under 02 Restricted VPN and being included in the active directory.
- A temporary solution could be for you to access the BSR through vLAB instructions:
<http://datawarehouse.uga.edu/resources/files/documents/Connect%20cube%20UGA%20vLab.pdf>
- An alternative solution is to refer to **Blank Page Issue** above. It may or may not work depending if you are an off-campus employee and how your domain is configured.

NOTE: If you have Microsoft Excel 2003/2007, it does not have the internal SSAS drivers needed for use with the Budget Status Report (Cube).

Additional Information:

- Tutorials on how to use the Data Warehouse can be found in the OneSource Training Library @ training.onesource.uga.edu. The Library also contains the Getting Started with Reporting course, as well as tutorials relating to reporting and queries in the UGA Financial Management System and the UGA Budget Management System.
- If you still need assistance after reviewing this document, please contact the OneSource Service Desk at onesource@uga.edu or 706-542-0202.