

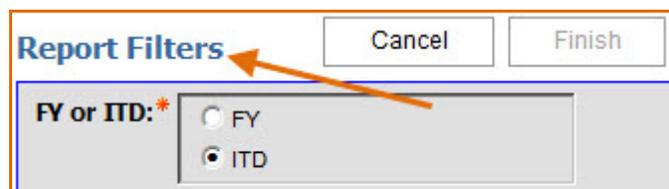
Troubleshooting a Blank Report

Have you ever run a *canned* report in Cognos and the report returned no data? For example, you can see the name of the report and the parameters that you entered, but the report itself is blank – just white nothingness.



There are several reasons why this could have happened.

1. There is something wrong with Cognos.
 - a. Were you able to get to the *Report Filters* page?



What You Should Do: If you can't even get to the *Report Filters*, then there is an issue with Cognos. Please either contact IMSS directly or enter a ticket into *Caltech Help*.



Request Type = IMSS → Applications – Administrative → Data Warehouse

For more information please see the *Caltech Help* training guide available on the IMSS web site at <http://www.imss.caltech.edu/content/campus-training-guides>.



- b. The load could still be running. To check the status of the load, go to the Cognos *PortalHomePage* tab and check the status of the loads.

	Data current as of	
	Reports & Query Studio	Cubes
Accounts Payable	Aug 19, 2013	Aug 19, 2013
CLAS	Aug 20, 2013	Aug 19, 2013
FAMIS	Aug 19, 2013	Aug 19, 2013
Faculty Records	Aug 19, 2013	N/A
General Ledger	Aug 19, 2013	Aug 16, 2013
Grants Accounting	Aug 19, 2013	Aug 19, 2013
Human Resources	Aug 19, 2013	Aug 19, 2013
Labor Distribution	Aug 19, 2013	N/A
Purchase Orders	Aug 19, 2013	Aug 19, 2013

What You Should Do: Wait for the load to complete and then rerun the report.

- 2. You ran the ITD version of the report for an FY account *or* the YTD for a non-FY account.
 - ✓ FY Accounts: Award Type = General Budget **OR** GL Funding Segment starts with 19.
 - ✓ ITD Accounts: Award Type is not General Budget **AND** GL Funding Segment does not start with 19.

What You Should Do: Change the *FY or ITD* filter to the appropriate choice for the award.

Report Filters

Cancel Finish

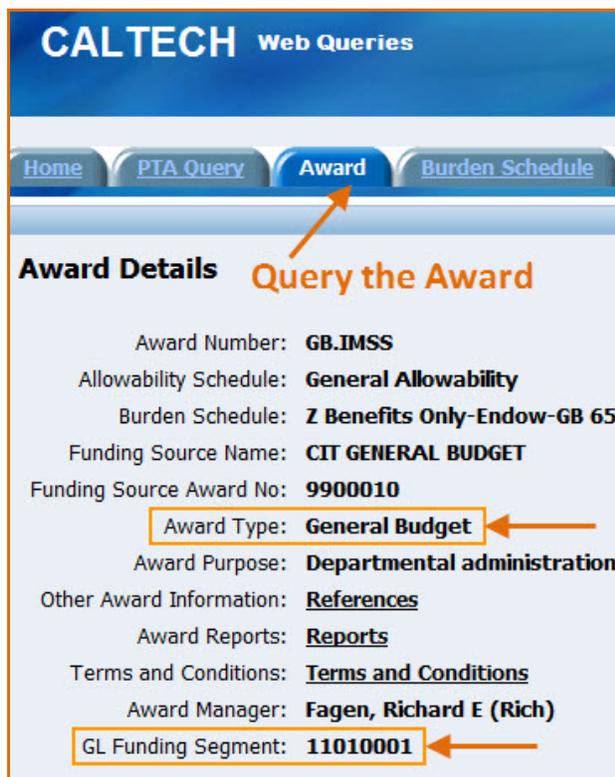
FY or ITD: *

FY

ITD



TIP: To find out the Award's *Award Type* and *GL Funding Segment* use the *Award* query in the *Financial Queries*. You can get to the *Financial Queries* from access.caltech.



3. There is no PTA for the Project and/or Award that you entered in the *Report Filters*.

What You Should Do: Confirm that the PTA exists by using the *PTA Query*, which is available within the *Financial Queries*. If the PTA doesn't exist then there hasn't been a budget created for the Award-Project combination, and you should contact Finance/Research Administration to check on the status of the budget.

4. The PTA exists, but the budget amount for the Award-Project is \$0 and there haven't yet been any costs charged to the account.

What You Should Do: Check with your contact in Finance/Research Administration to see if the budget is \$0 or not.

TIP: If Finance/Research Administration says that there is a budget entered and it isn't \$0, please ask them if the budget has been *baselined*. A budget can be created, but it isn't "official" until the person who has created it has saved and baselined the budget.



5. A Task Number has been entered in the Report Filter, but it has not been entered exactly as it exists in Oracle. For example:

- ✓ 1.FOOD has been entered as 1.food
- ✓ An extra space has been entered at the end of the Task Number

What You Should Do: Check the Task Number and make sure that the upper/lower case is correct and that there are no added spaces in your entry.

TIP: If the Project has only one task then don't use the Task # filter. It isn't needed!

6. The report filters out certain transactions based on the report's logic.

- ✓ *PTA Cost Detail – both Export and Print:* Will not include salary transactions if you do not have access to the salary expenditures for the PTA.
- ✓ *PTA Cost Detail for Cost Transfer:* The *Campus Use* version does not include the following:
 - Salary expenditures (must use the LDA process for these);
 - Costs calculated by Oracle, e.g., indirect costs, certain taxes and freight;
 - Expenditures that have already been transferred off the PTA; and
 - Expenditures with certain expenditure types.
 - ❖ Finance has determined that certain expenditure types can only be transferred in rare cases, e.g., Credit Expenditures. If a transaction with one of these exception expenditure types must be transferred, then the Cost Transfer Request must be initiated by Finance.
 - ❖ If an expenditure that you expected to be on the report is not there, run the report with *Finance Use* checked to see if the expenditure is still available for transfer. If it is included in the *Finance Use* version of the report, then contact Finance to initiate the request.

What You Should Do: Understand the logic for the report you are running. To better understand the logic, please see the document, *Campus Reports – Descriptions and Uses* for further detail.

7. You do not have access to the account.

What You Should Do: Contact IMSS Data Access to confirm that you do not have access.