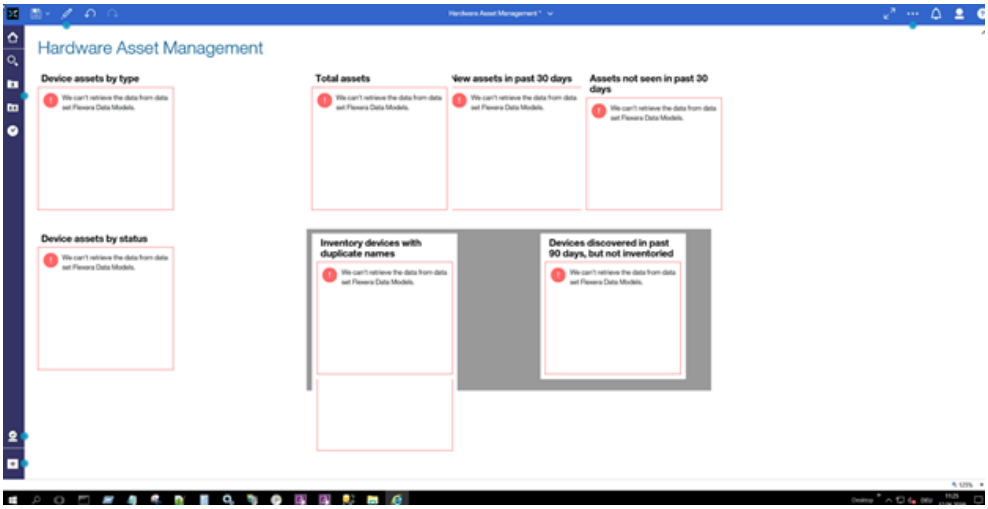
Analytics Dashboards do not load

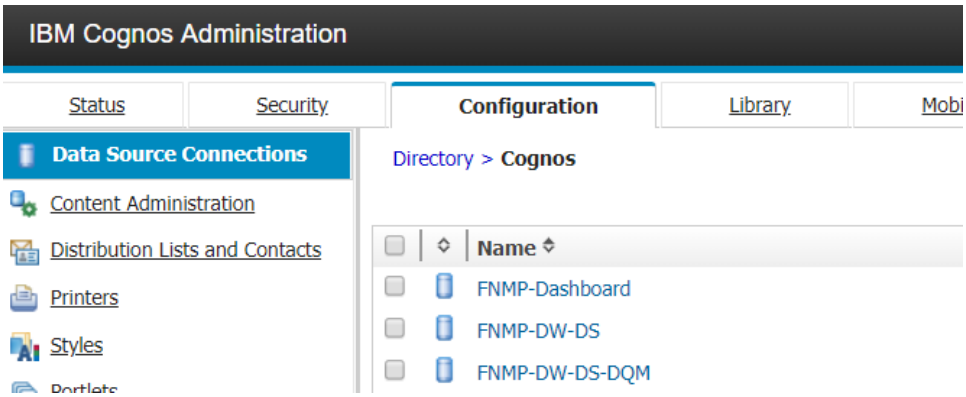
Summary: Analytics dashboards do not load. These display the following error: "We can't retrieve data from the data set Flexera Data Models"



Cognos services are running without any issues and the Cognos Import Package Console ran fine without any errors.

Resolution: This error is associated with data source connection issue. Following is what needs to be done.

- Customer will need to log onto the FNMS Web-UI using the service account (business reporting portal admin account).
- Navigate to : Analytics UI > Manage > Administration Console > Configuration tab > Data Source Connections



- For all the data source connections, check the Native and JDBC connection string.
- For example. in the below screenshot, let's take a look at the FNMP-DW-DS-DQM data source connection.
- Click on FNMP-DW-DS-DQM link and then select, Set Properties icon under Actions column to view the Connection details.

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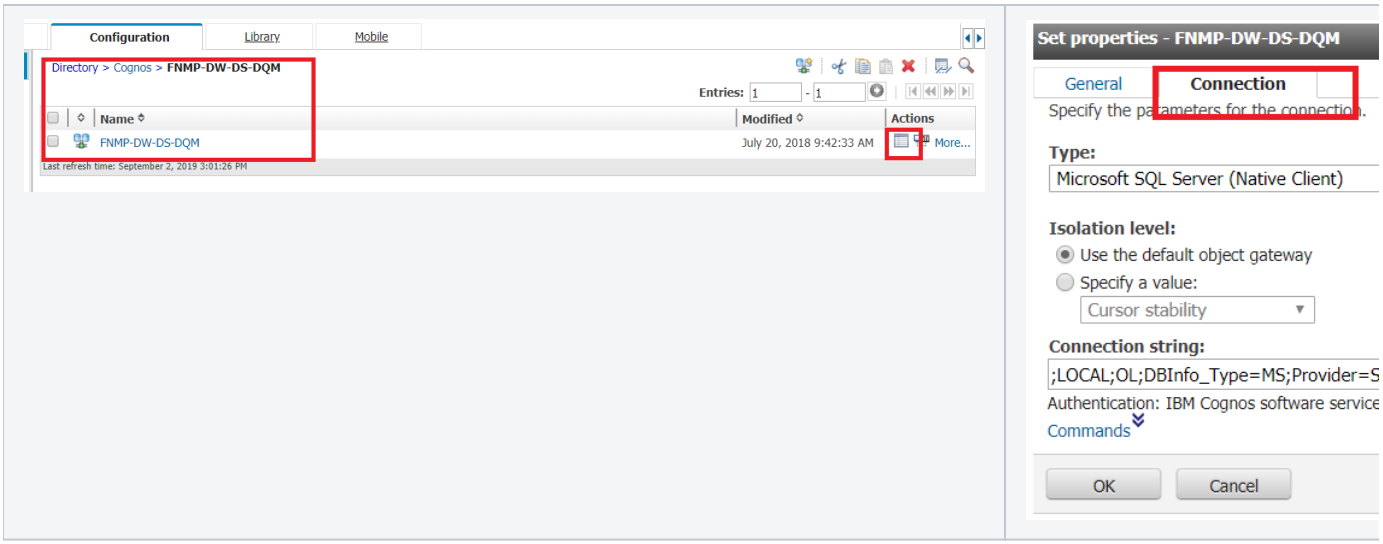

- Click on Edit the connection string as shown above. You will see two connection strings, Native and JDBC
- Ensure that the Native and JDBC connections are correct. Usually, the error stems when the port number or the database name or the server name is incorrectly specified.

Native Connection	Native Result and next steps	JDBC Connection

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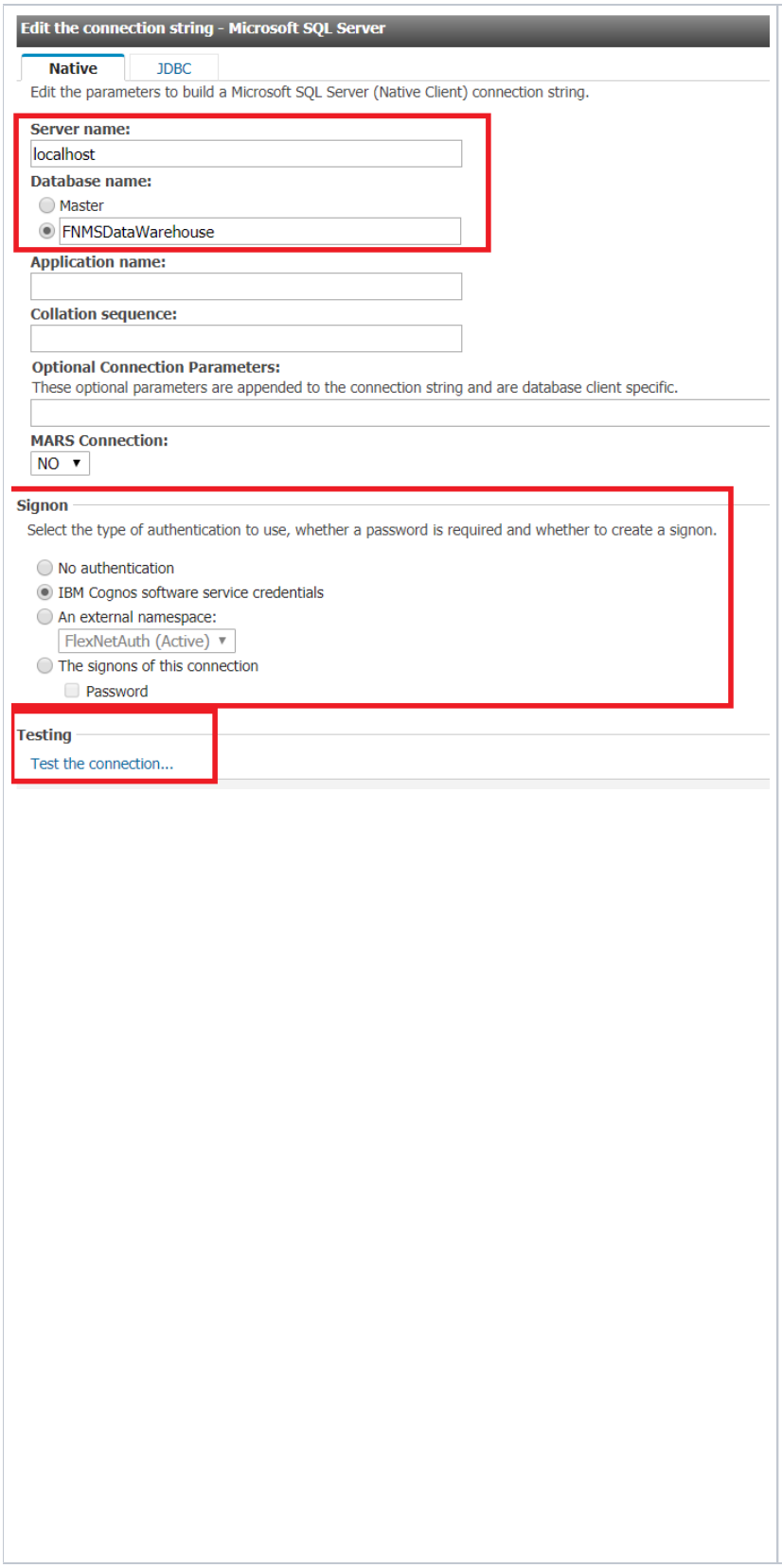
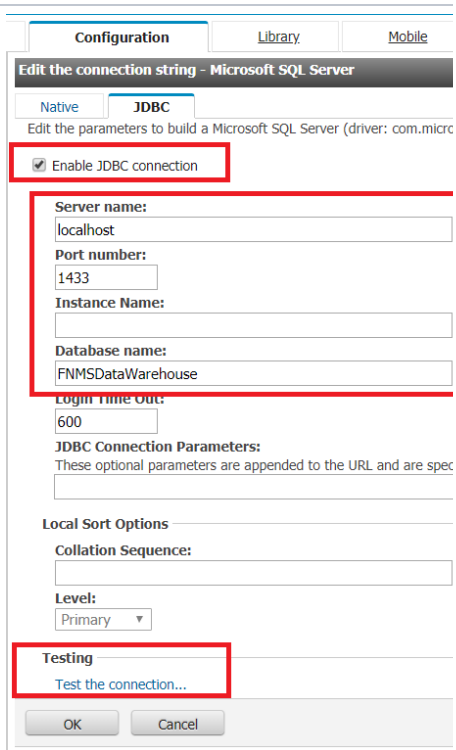


- When you click on 'Test the connection', it should display Succeeded
- If not, then review the connections with the customer to ensure that the parameters are correct.
- Once tested, Click on the JDBC tab.



- Repeat the same for other data source connections, namely - FNMP Dashboard and FNMP-DW-DS
- The Analytics dashboard should load the widgets without any errors.

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