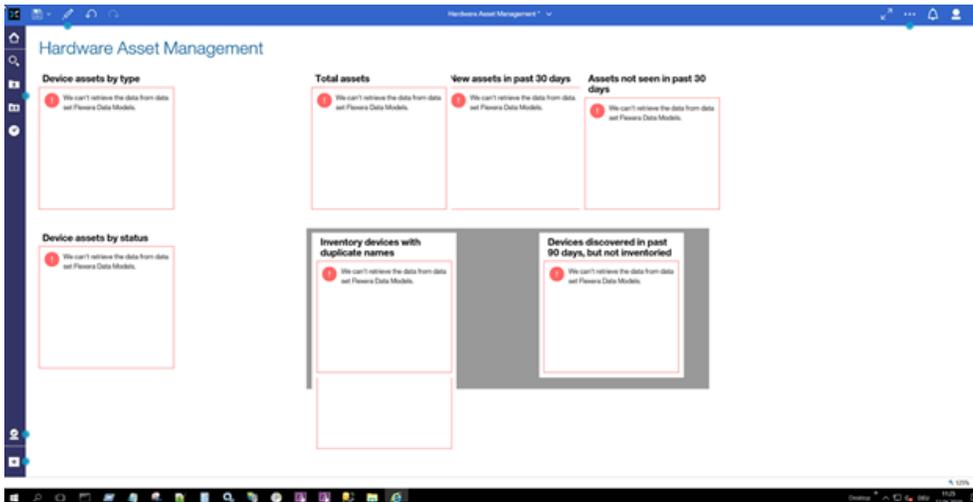


# Analytics Dashboards do not load

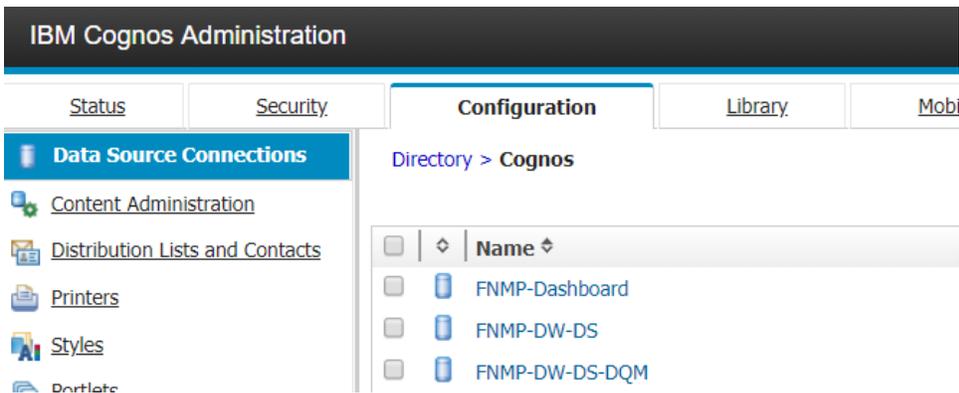
**Summary:** Analytics dashboards do not load. These display the following error: "We can't retrieve data from the data set Flexera Data Models"



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.

The screenshot shows the IBM Cognos configuration interface. On the left, a table lists configuration entries for 'FNMP-DW-DS-DQM'. The 'Actions' column for this entry has an 'Edit' icon highlighted with a red box. On the right, the 'Set properties - FNMP-DW-DS-DQM' dialog box is open, with the 'Connection' tab selected. The dialog displays the following configuration:

- Type:** Microsoft SQL Server (Native Client)
- Isolation level:**
  - Use the default object gateway
  - Specify a value: Cursor stability
- Connection string:** ;LOCAL;OL;DBInfo\_Type=MS;Provider=S
- Authentication:** IBM Cognos software service

Buttons for 'OK' and 'Cancel' are visible at the bottom of the dialog.

- 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

**Edit the connection string - Microsoft SQL Server**

**Native** | **JDBC**

Edit the parameters to build a Microsoft SQL Server (Native Client) connection string.

**Server name:**  
localhost

**Database name:**  
 Master  
 FNMSDataWarehouse

**Application name:**

**Collation sequence:**

**Optional Connection Parameters:**  
 These optional parameters are appended to the connection string and are database client specific.

**MARS Connection:**

**Signon**  
 Select the type of authentication to use, whether a password is required and whether to create a signon.

No authentication  
 IBM Cognos software service credentials  
 An external namespace:  
  
 The signons of this connection  
 Password

**Testing**  
[Test the connection...](#)

- 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.

**Configuration** | **Library** | **Mobile**

**Edit the connection string - Microsoft SQL Server**

**Native** | **JDBC**

Edit the parameters to build a Microsoft SQL Server (driver: com.micr

**Enable JDBC connection**

**Server name:**  
localhost

**Port number:**  
1433

**Instance Name:**

**Database name:**  
FNMSDataWarehouse

**Login time out:**  
600

**JDBC Connection Parameters:**  
 These optional parameters are appended to the URL and are spec

**Local Sort Options**

**Collation Sequence:**

**Level:**

**Testing**  
[Test the connection...](#)

- 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.

