coursera

Troubleshooting Teradata

It's possible learners may experience problems with Teradata for a variety of reasons. Whether it's having connection problems, queries taking too long, or syntax errors, there are some trouble shooting tips for different scenarios when using Teradata.

Expiration of Teradata Account:

- If your Teradata account is going to expire, you will need to create a new email address and re-register with the new email.

- Obtain a login and password to the ViewPoint system by visiting https://duke.qualtrics.com/jfe/form/SV_3L4dhh7H4QnhxoF and entering your Coursera email address (the email you use as your Coursra login). A Viewpoint username and password will be displayed on the screen, and will be emailed to you. Do not share this with anyone; this is provided for you as a learner in this Coursera course only.

If you are having trouble connecting, restart your computer by following these steps:

1. Clear your computers cookies/cache.

2. Disconnect from the internet.

3. Restart your computer

4. Connect to the internet again

5. Try logging back into Coursera and opening up your Jupyter Notebook.

Posting to Forums:

If you have tried to resolve your issues by going through the steps above AND have also looked at the guidance for writing queries, ask your peers for help! Click below for detailed directions on posting to the forums.

	Forums.pdf	
	PDF File	⬈