

# Tableau Access Troubleshooting Guide

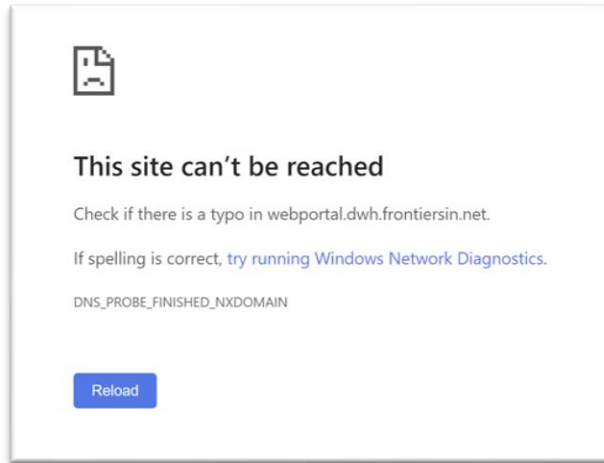
Use this guide to resolve the most common Tableau access errors.

## Contents

ISSUE #1: Tableau Server Not Available .....	2
ISSUE #2: Cannot Sign in to Tableau Server .....	3
ISSUE #3: Data Source Permissions Error with URL link.....	4
ISSUE #4: Data Source Communication Error / Timeout .....	5
Other Issues .....	6

If you have any further questions or suggestions about changes to this document,  
please get in touch with us at: [di.team@frontiersin.org](mailto:di.team@frontiersin.org)

## ISSUE #1: Tableau Server Not Available



### ERROR DETAILS:

Tableau Server sits behind the VPN and cannot be reached if you are not authenticated on the Frontiers secure network.

### TROUBLESHOOTING STEPS:

1. Check your internet connection.
2. Check that you are connected to VPN.
3. If you are connected to VPN and still get this error, check with a colleague if they can access [Tableau Server](#).

### TO RESOLVE:

- If **no-one can access**: please let us know asap on the [Tableau Error Reporting Channel](#) – we will need to investigate this.
- **Others can access** the server, but you cannot access on VPN: Please email [IT.Services@frontiersin.org](mailto:IT.Services@frontiersin.org) to raise an issue with your VPN connection to Tableau Server.

### OTHER INFORMATION:

If there is an issue with the Tableau servers we will let you know on the [Tableau Error Reporting Channel](#) in Teams, please check there for updates and further details.

## ISSUE #2: Cannot Sign in to Tableau Server



The screenshot shows the Tableau login interface. At the top is the Tableau logo. Below it are two input fields: 'Username' with the text 'emily.brown' and 'Password' which is empty. A red error message 'Invalid username or password' is displayed below the password field. A red circle with a slash icon is next to the text 'Enter your password'. Below the error message is a blue 'Sign In' button. At the bottom is a link that says 'Sign in using your Windows Credentials'.

### ERROR DETAILS:

Your sign in credentials have not been recognised by Tableau.

### TROUBLESHOOTING STEPS:

1. Ensure that you are connected to VPN.
2. Check if you can access the [Frontiers Daily Monitor](#)

### TO RESOLVE:

If you cannot access the [Frontiers Daily Monitor](#) or [Tableau](#), it's likely that your log in is incorrect or expired.

- **Incorrect Credentials:** Ensure that you are logging in with your windows credentials – username should be in the format of firstname.lastname and **not** [first.last@frontiersin.xxx](#). Ensure that you are using your current Windows credentials to log in.
- **Expired Password:** If your sign in is still not accepted you will need to reset your Windows password (this is due to the password having expired for Single Sign On (SSO) and going out of sync with your Windows login). To reset your Windows password press Ctrl+Alt+Del and select 'Reset a password'. Once reset please allow 15 minutes for the new password to sync across all SSO platforms.

If you can log into the Frontiers Monitor but cannot log into Tableau, or, if a password reset does not resolve your access issue:

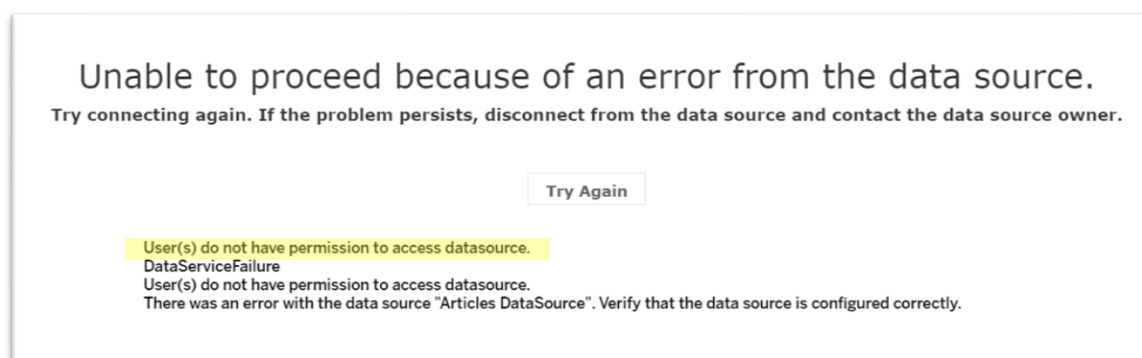
- Please raise this on the [Tableau Error Reporting Channel](#) and one of the team will investigate.

### OTHER INFORMATION:

Your Windows password will expire every 3 months for SSO. You will not be notified so we recommend that you add a reminder to your calendar to change your password regularly.

Note: Changing your windows password will change it everywhere that it is used.

## ISSUE #3: Data Source Permissions Error with URL link



### ERROR DETAILS:

“User(s) do not have permission to access datasource.” You can log into Tableau but cannot access the report, or the report loads but with no data.

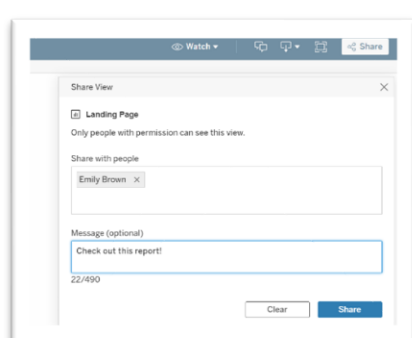
The URL that has been shared with you contains information about the individual who originally generated the URL and the browser session. When a shared URL is used by another person this can cause Tableau Server to deny you access to the data, since there is a conflict between your log in and the details in the URL.

### TROUBLESHOOTING STEPS:

1. Log into [Tableau](#) in another browser window to check your access
2. Refresh the window with the original URL

### TO RESOLVE:

- **Share the workbook not the tab:** Ask the person who generated the URL to send you a link to the workbook on Tableau instead of the tab of the report. The URL should look like this (not a real link): <https://webportal.dwh.frontiersin.net/#/workbooks/000/views>



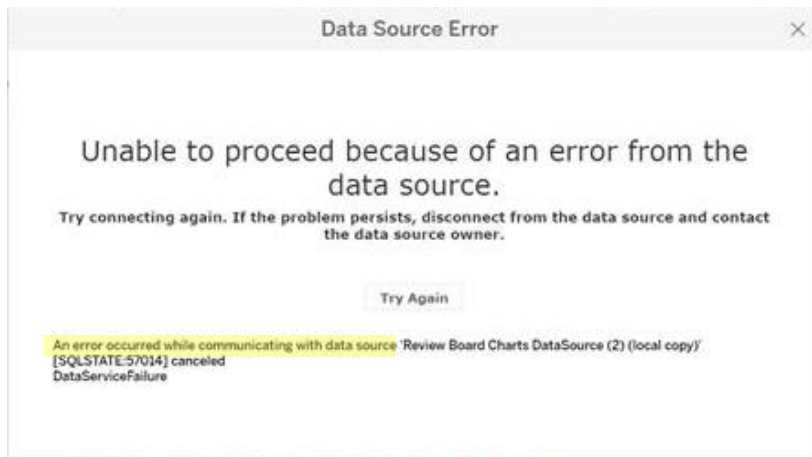
**Share directly in Tableau** from the share button on the menu ribbon. Click the ‘Share using a link’ to generate a clean URL or ‘Share with people’ option to send the recipient an email with a link and also add to their [‘Shared with Me’ area on Tableau Server](#)

### OTHER INFORMATION:

It’s best practice to save reports that you use regularly to your favourites on Tableau and access them directly there. You can do this by clicking the star icon on any report or folder.

The placement of the blue Tableau menu ribbon (which contains buttons for back, forward, download and share etc.) is controlled automatically by the server and mostly appears at the top of the screen, however occasionally it appears at the very bottom of your screen instead.

## ISSUE #4: Data Source Communication Error / Timeout



### ERROR DETAILS:

“An error occurred while communicating with data source”. You can log into Tableau and access a report but either you get this issue on opening a report or when applying a particular set of filters the data times out.

This is due to an issue loading data into the report, which can be caused by extremely high server load (no remaining capacity for processing data on the server) or the data becoming unavailable (if we were reloading the data source during the day, which we would only do in urgent situations).

### TROUBLESHOOTING STEPS:

1. Try refreshing the report
2. Clear your cache or open the report in another browser (close the original tab)

### TO RESOLVE:

If the troubleshooting steps do not resolve the issue or if the issue happens repeatedly please let us know.

- **Please report** any data source communication errors on the [Tableau Error Reporting Channel](#) – ensure you include the link to the report that is giving the error

### OTHER INFORMATION:

Any data source down time will be reported ahead of time or as soon as identified via the [Tableau Error Reporting Channel](#) on Teams. Please check there for all the latest updates.

## Other Issues

**Urgent Issues:** For any other major issues not covered in this report please log these on the [Tableau Error Reporting Channel](#) – providing as many details of the issue as you can.

**Non-urgent Issues:** For any minor issues not covered in this report (i.e. issue with a filter on a report) please also log these on the [Tableau Error Reporting Channel](#) – providing as many details of the issue as you can. One of the team will follow up in due course with any questions and a timeline of resolution.

**Change Requests:** For change requests to a report or data source please get in touch with the DI Team at [di.team@frontiersin.org](mailto:di.team@frontiersin.org)