**DOMO**

Support # 801-805-9505

This API takes the place of using credentials in Workbench settings.

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**Problems/Solutions**

**PROBLEM:**

01/30/2017 Ability to make a duplicate card feature is missing. If I make a copy changes on the copy will reflect on my original.

Ability

**SOLUTION:**

**The duplicate function is now the “save as”**

**Knowledge.domo.com or help center**

**Choose Domo knowledgebase**

**Search “release notes”**

**PROBLEM:**

01/23/2017

After DOMO updated our system on 01/12/2017, filters are not populating on several claims map cards

i.e. YTDClaim Counts

**SOLUTION:**

DOMO says this is a known issue and they are working on it. (They fixed it)

**PROBLEM:**

12/16/2016

The UTC time in DOMO is causing my date range to end 11/29/2016 instead of end of previous month 11/30/2016 which it should be showing

**SOLUTION:**

The DATE field in Workbench is set to DATETIME when it should be set to DATE in the column mappings section

**PROBLEM:**

12/01/2016

Mike Polosky’s Underwriting Cards are no longer matching up with the Inforce report from Production.

**SOLUTION:**

The Policy Version Data Source was set to Append. I set it to replace and re-ran the data sources.

Sometimes DOMO will update our system and this will cause a dataset to fail at night.

Might have to re-load the entire Policy Version Data Source.

**PROBLEM:**

10/12/2016 (submitted ticket to DOMO)

I am trying to sort these stacks by highest to lowest growth but only the month of January is getting sorted correctly. Does anyone know why the remaining stacks are not getting sorted?

**SOLUTION:**

DomoSupport  Thursday, October 13, 2016, 7:15 PM (EDT)  
Hello Edward,   
  
Thank you for your patience. Sadly there is not a way of sorting a stacked bar in the way we need to.   
I understand the frustration that this occurs. This is something our development is actively working on fixing.   
  
Warm regards,   
Nolan Landefeld

**PROBLEM:**

08/26/2016

Mike Polosky has been getting kicked out with a password error

**SOLUTION:**

**Mike had Workbench open in the background and when he reset his password Workbench would keep changing it back**

**PROBLEM:** Getting a time out error on the Claim data source after running good for months

**SOLUTION:**

**The SP was taking over 5 minutes to run so I had to increase the time out in the datasource form 300 seconds to 600 seconds**

**PROBLEM:** (NO ticket summited)

**12/29/2015**

I need a way to filter on a Beast Mode filter thru the Show Analyzer front end filter. i.e. I need the values summed not counted

**SOLUTION:**

**?**

**PROBLEM:** (NO ticket summited)

**12/14/2015**

When trying to set up a card using the Pie chart (State) to Pie Chart (Form) to State Map, the State map shows up but the colors do not show up and I cannot drill down any further.

**SOLUTION:**

When drilling down from a pie chart I am already in a specific STATE so I need to start the State Map using the FIPS for County first then Zipcode next because that is the logical order.

**PROBLEM:** (NO ticket summited)

**12/09/2015**

When trying to set up a card using the FIPS on a Drill Down for County, Nothing shows up on the map. The drill down steps go: State – FIPS – ZipCode on the existing cards that work correctly. After de-bugging, I found there is one record with a missing County therefor there is no FIPS for this record. How do I accommodate for a NULL or empty string FIPS?

**SOLUTION:**

**When we tried to go direct to the Policy data source where the FIPS column exists, it also failed. When we gave the column Statecode the alias of `state` it was successful. The lower and upper case worked. It was NOT the NULL value, nor the unsigned that was causing the problem.**

**FIPS wants to see the word state for a field name to work correctly.**

**PROBLEM:** (ticket summited)

I am trying to have the ability to dynamically go back in time. The code below goes back 1 year but I need to dynamically go back to different years. Several managers are requesting this capability in there reports. I need to know what my options are. i.e. Beast mode, Separate dataflows, Call to stored Procedure. How do I dynamically change a parameter in Domo like I can do in an SSRS/StoredProc?

**SOLUTION:**

**DOMOs response**

The 2 main options available to you are:  
1) In your dataflow, set a variable in a transform such as "SET @num\_years = 1" that your users can update and run the dataflow when needed. If your users would change this value often, this option may not work for you, since the dataflow takes 10-15 minutes to run, but if it only needs to be change weekly or so, and everyone wants to see the same time range this option could work out well.  
**2) In your dataflow, set up a new left-join for each year back that you want to be able to go, so you could have separate columns for %Retained1Year, %Retained2Years, %Retained3Years, etc.**  
  
I don't know of a way to make it more dynamic than this. Joins cannot be performed in Beast Mode, and dataflows cannot reference values set on cards, so any dynamic alterations to the data need to happen within the dataflow.  
  
Please let me know if you have further questions on this topic.

**PROBLEM:** (ticket summited)

After we set the Y axis minimum to 500mil in the Value Scale Y chart properties section, when using the "Show Analyzer" to filter this report nothing is displayed in the chart because it is not scaling to size. i.e. choose the state filter and choose Georgia. DOMO ticket submitted 11/19/2015 Case number: 01245393

**SOLUTION:**

**DOMOs response**

The issue here is when you set a specific value like that inside the card, that is carried over.

So when you are trying to analyze down to just GA, you are looking at a graph that is "starting" at 500 million, yet the data you are looking at is much less than that.

There is no way currently to have the analyzer adjust the view down in this case.

**PROBLEM:** (No ticket summited)

On 11/04 2015 after the daylight savings time changes problem we had, that knocked off our nightly job schedules, I noticed the INCURRED and AVG INCURRED cards are no longer matching up to the BOD report. A few days later I noticed all my claims cards are not matching the BOD report anymore.

It looks like something might have went wrong when re-loading the nightly job schedules. After comparing two days of data I found that the Domo numbers are one day behind the BOD report. Today’s DOMO numbers match yesterday’s BOD numbers. This relates to an older ticket stating:

**We re-loaded the Policy Version and the Inforce Policy data sources to get a new data dump and it fixed the problem. It was caused from the daylight savings time knocking off our nightly schedules.**

Also Mike is also having problems that several of his cards are not getting updated. The only problem I saw is the Policy data source has a yellow triangle on it and says “Out of date”.

This could be a related problem because my claims cards are also using the Policy data source.

After Lou changed the nightly schedule of the PolicVersion and another dataSource because they were scheduled to start at the same time, we re-loaded the Policy Datasource and all the Yellow warnings disappeared. My numbers then matched the BOD report and Mike’s missing cards re-appeared.

On the following Monday, the yellow “Out of Date” warnings came back but Mikes cards are showing and correct, and my numbers on all my Claims cards are still matching the BOD report.

On the following day Tuesday, The Policy dataSource still had a yellow warning triangle but Mike card are good and my claim cards are good.

**SOLUTION:**

**We re-ran the policy data source and now my claim cards are matching the BOD report.**

**PROBLEM:** (No ticket summited)

Mikes InforcePolicyDetail dataflow that drives several of his cards are getting updated every other day. His cards keep showing “No Data Exists”. Domo shows that the data sources where updated successfully. Also the log files show all the data sources updated successfully (Policy, PolicyVersion and InforcePolicy)

I did notice that the Policy data source has a Yellow triangle stating “Out Of Date”

This possibly could be related to my Claims cards problem of being behind one day because I am using the policy data source for my cards also.

**SOLUTION:**

**We re-ran the policy data source and his cards came back**

**Enhancement Requests**

**PROBLEM:** (no ticket summited)

Once I save a card in DOMO with a particular filter i.e. Date Range

We cannot override that Date Range filter in the Analyzer. DOMO is Static not Dynamic. We should be able to override that filter.

**SOLUTION:**

Need Enhancement

**PROBLEM:**

11/17/2015- Referenced Kim Caputa’s card called RMS % profit In force

Is there a way to customize the color scheme on these cards other than using the theme color options? We are trying to set up some type of conditional formatting for a customized color scheme so that we can choose different colors instead of the theme options available. Is this possible?

Submitted ticket to DOMO

Case: 01235624

**SOLUTION:**

DOMO response

Unfortunately custom color themes and hiding legends are not currently possible. I've submitted an enhancement request for this. Thank you so much for your feedback.

UPDATE: Conditional formatting is possible now on the table card using HTML

**PROBLEM:**

The AVG INCURRED by STATE/COUNTY/ZIP card is showing the correct averages when you hover over the states but the top left # is not a correct number. It is not an average of all the averages.

**SOLUTION:**

Put a ticket in on 10/30/2015

On 11/18/2015 spoke to DOMO about this (NO SOLUTION). They built a replacement card but it is not capable of being filtered thru the Analyzer which makes it useless. I asked them to put in an enhancement request so that we could place labels on the card itself and this would be a work around for me because now if I remove the top left number all together I will lose the “Based on Reported Date” label.

Enhancement request has been created: DOMO-54310

**PROBLEM:**

Our nightly job schedules were changed which caused reports to break.

**SOLUTION:**

**It was caused from the daylight savings time knocking off our nightly schedules. We re-set all our nightly job schedules.**

DOMO response

I just wanted to reach out and let you know that a ticket has been submitted to development. They will continue to look into this issue and I will get back with you once there are any updates.  
-Austn

**PROBLEM:**

When trying to look at the data from a Sumo card, Domo is dumping the entire data source data into Excel but I only want to see a specific number of records. Even when I filter a small amount of records in the Sumo card it still dumps the entire data source into Excel. i.e. 10 million records

**SOLUTION:**

DOMO RESPONSE

So this is a known bug that development is working on.

**PROBLEM:** (ticket summited 12/10/2015)

**When setting up a % PIE CHART card the TOTAL on the right side of the card is adding up all the percentages to a ridiculous number. This number needs to be hidden or have the ability to manipulate it.**

 the TOTAL on the right is showing 644% which is a total of all the States %. This is useless. Is there any way to hide the Grand total % in a card?

**SOLUTION:**

DOMO RESPONSE

 Sadly there is not a way to hide this total at the current time. There is an enhancement request asking for this.

**RESOLVED**

**PROBLEM:** (ticket summited 12/07/2015)

On 12/02/2015 I noticed Mike’s cards that use the InforcePolicyDetail Dataflow are showing “NO DATA EXISTS”.

All the datasources and dataflows show they were updated last night successfully.

Policy has a yellow triangle on it but my Claims cards that also use the Policy Dataset are all matching up this time

The CopyOfInforcePolicyTrends Dataflow had failed to run so I deleted it. Let’s see in the next few days if this could have caused a problem

ON 12/07/2015

After checking for this problem every day, on Monday 12/07/2015 it has happened again. Mikes cards that use the InforcePolicyDetail dataflow are showing “NO DATA EXISTS” but all the data sources say they updated successfully last night. The only data source with a yellow triangle is the Policy data source.

**SOLUTION:**

**DOMO RESPONSE**

* Looking into it more what appears happened in this particular case is, that the dataflow is set to run when ever one of the inputs updates. One of the inputs ran and updated and started the dataflow running. While the dataflow was running another run and completed updating. Then the dataflow finished running. Because the second input started and finished running before the dataflow finished it did not start the dataflow on another run, meaning the dataflow did not pull in the data from the second datasource.
* I was able to look at the run times of the dataflow vs the run time of the dataflow. Then with a tool I have I was able to look at the run times of the datasets.   
    
  **We can set the dataflow to run only when the last dataset updates.** Then all three should be updated and then the dataflow will run. Do you know which dataset is set to run last?

**PROBLEM:**

12/16/2015

For some strange reason my YTD Claim Counts DOMO card is not matching the BOD report

**SOLUTION:**

I refreshed the BOD report by hitting the VIEW button but I need to do a refresh or get all the way out and back in.

**PROBLEM:**

12/16/2015

When building the DOMO YTD Claim Counts Cards I wanted to set the filters to match the BOD report but when I set the filters internal in the card then the exterior filters will not work

* Based on Loss Date
* NON-CAT
* UPCIC

**SOLUTION:**

Educated the Managers how to match the card to the BOD report.

**PROBLEM:**

12/04/2015

**Nightly job ran but failed to update the datasource**

Error uploading data: ERROR [IM014] [Microsoft][ODBC Driver Manager] The specified DSN contains an architecture mismatch between the Driver and Application

**SOLUTION:**

**The driver of the DSN was using a 64 bit driver and the driver of the data source was using a 32 bit driver.**

**PROBLEM:**

11/17/2015

Several of the BOD cards say “No data exists”. Also in the data center all of the datasets say they ran last night except the BODCATHISTORY dataset. Several of the datasets that updated last night are showing a yellow triangle that says currently out of date.

**SOLUTION:**

Lou had made some updates to a job and the data field length needed to be enlarged. Lou fixed the problem and re-ran the datasource. All is good now.

**PROBLEM:**

The BOD cards using the Inforce Policy Detail Dataset are broken stating “No Data” but the dataset has been updated. We are wondering if the daylight savings time could have caused a problem.

**SOLUTION:**

**We re-loaded the PolicyVersion and the InforcePolicy data sources to get a new data dump and it fixed the problem. It was caused from the daylight savings time knocking off our nightly schedules.**

**PROBLEM:**

Working with the Claims + Policy + FIPS dataflow.

The DOMO date filters are rolling dates back 4 hours. The DOMO time setting in the Admin section is set to local time. Somewhere inside DOMO it is adjusting our dates back 4 hours. We have to go back an extra day to get the correct number. The YTD filter is not giving us a valid number.

**SOLUTION:**

I can either cast the date field to a DATE in the SELECT/WHERE portion of the DATA SOURCE OR add a transform into the Data Flow as below OR RESET the TIME in ADMIN to UTC time from local time.

UPDATE `claims2`

SET `LossDate` = DATE\_ADD(`LossDate`, INTERVAL 4 HOUR),

`ReportedDate` = DATE\_ADD(`ReportedDate`, INTERVAL 4 HOUR)

**We decided to cast the date field to a DATE in the SELECT portion of the DATA SOURCE**

**PROBLEM:**

If I set the CompanyCode and Non-Cat filters inside DOMO so that it matches the BOD report then the end user cannot use the those filters in the SHOW ANALYZER filter section

**SOLUTION:**

Removed internal filters and train Mgmt to use the SHOW ANALYZER filter section

**PROBLEM:**

Calls to Stored Procs are not working.

**Does the SP need to be converted to MySQL ?**

**Doe the DSN connection need the driver changed?**

After installing and using the driver **SQL Server Native Client 11.0**

I am still getting this error when calling and validating the SP

[14:20:55 UTC] ==========| Running Preview |==========

[14:20:55 UTC] Connecting to ODBC: "DSN=AtlasReporting;Driver={ODBC Driver 11 for SQL Server}; Database=atlas; Uid=atlasuser; Pwd=\*\*\*\*\*\*; "

[14:20:55 UTC] Processing query: "EXEC reportGetPolicyRetension WITH RESULT SETS (( PolicyId int, policynumb..."

[14:20:55 UTC] Error opening ODBC connection: ERROR [42S02] [Microsoft][ODBC SQL Server Driver][SQL Server]Invalid object name '#Retension'.

[14:20:55 UTC] ERROR [42S02] [Microsoft][ODBC SQL Server Driver][SQL Server]Invalid object name '#Retension'.

[14:20:55 UTC] \*\*\*\*\* Error \*\*\*\*\*

[14:20:55 UTC] Error, no rows were returned for Preview

**SOLUTION:**

DOMO RESPONSE

Hi Ed,

Below is the info I received this morning from our workbench developer relating to getting stored procedures to work.

There are **3** SQL server ODBC drivers

1. ODBC Driver 11 for SQL Server
2. SQL Server Native Client 11.0
3. SQL Server

SQL Server is the default driver installed in Windows and is the only ODBC driver with this issue.  Please use one of the other ODBC drivers to help ratify the situation.

You will see an error like the following:

[Microsoft][SQL Server Native Client 11.0][SQL Server]The metadata could not be determined because statement 'SELECT \* FROM #tmp' in procedure 'test\_proc' uses a temp table.

**Workbench** **3** could not gather the schema from the stored procedure. For example, if you select into a temporary table, and then select your result set out of it, SQL Server can't know schema without running the actual procedure.

In this case, we can workaround the issue by running the stored procedure a bit differently. Instead of:

EXEC test\_proc

You should use the following:

**EXEC test\_proc**

**WITH RESULT SETS**

**((**

**Id int,**

**Name varchar(30),**

**Last\_Name varchar(30)**

**))**