



PUBLIC

## Quick Fix Guide for Imported Stories

Steps to modify an imported Template Content story to successful run with your configuration

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## OVERVIEW

This document offers simple steps to resolve some common issues that you might encounter with the template Stories, you import.

While we try to ensure that all the template Stories work seamlessly after you import them into your system, there's always a slim possibility that the Story you import isn't working.

**Note:** Before you delve into the troubleshooting instructions, please remember to read the functional guide that provides you an overview of all the template stories. Also, please read the technical document that accompanies each ACN Story template file.

One of the most common reasons of encountering a broken Story template could be the availability of products in your tenant or the difference in the system configuration between your system and the system used to create the content Stories.

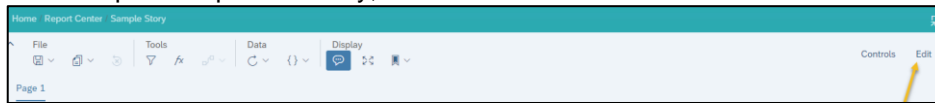
**Remember:** To use a template Story, please ensure that the products mentioned in the “Component List” section of the accompanying technical document are available and active in your tenant.

We appreciate your patience and cooperation, and we strive to make your experience of working with template Stories easier and simpler in future releases.

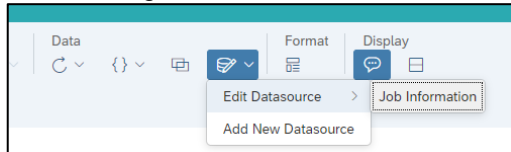
## PREVIEW THE QUERY

If the Story is imported, but no data is shown or there are some errors in the Story Page, you need to first verify if the query is working. Please edit the Story and preview the query.

To do so please open the story, and click on Edit

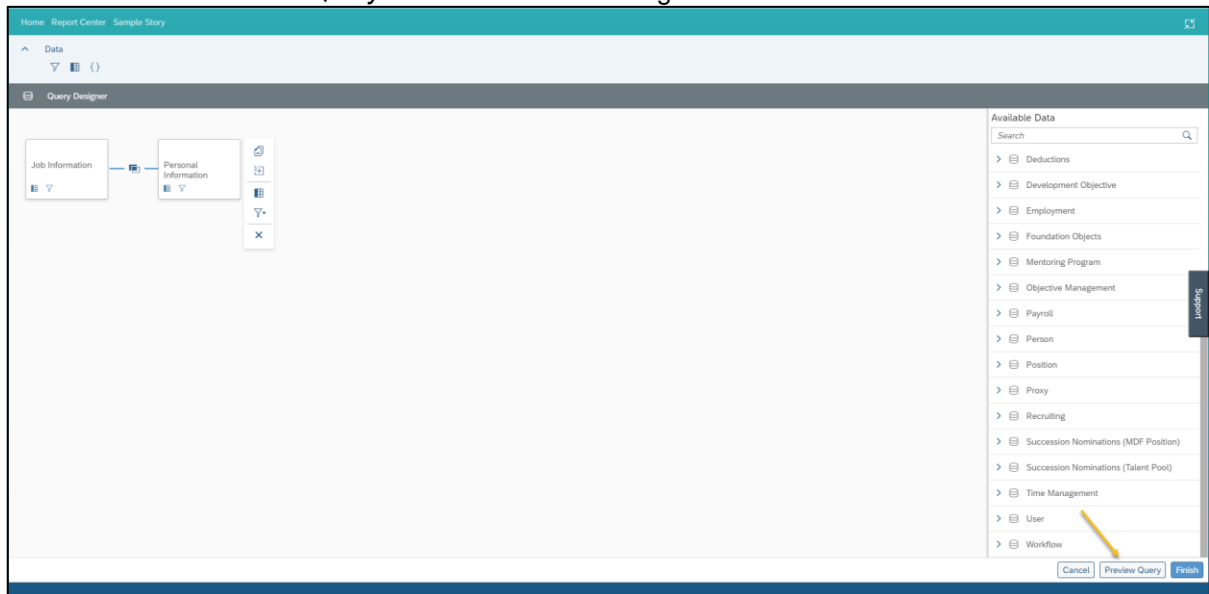


Please navigate to *Edit Datasource* and select the Data Source

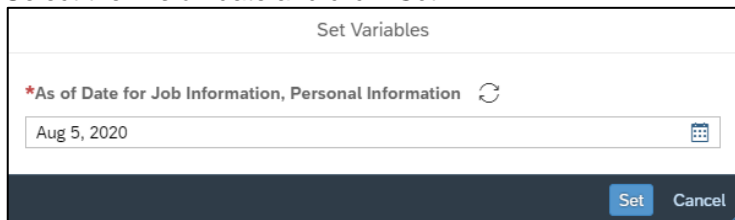


This will open the **Query Designer**

Please click the “*Preview Query*” button at the bottom right the



Select the “*As of*” date and click “*Set*”



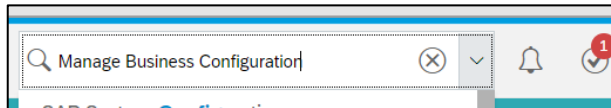
The query Data is populated, this implies the query and the required fields are present in the system and the Story should function properly

Home Report Center Sample Story						
Data						
Query Designer						
Hire Date	AA First Name	AA Last Name	AA Name	AA Name (undefined)	AA Name (undefined)	i2 Person ID
Jan 1, 1995	Caroline	Bushell	UK HR	Talent Acquisition UK	Corporate Services	367
Jan 1, 1995	Xiaoye	Tian	China HR	Talent Acquisition CN	Corporate Services	292
Apr 15, 1995	David	Crawford	UK Quality Control	Operations UK	Manufacturing	379
Apr 15, 1995	Karin	Reiner	Australia Production	Planning & Scheduling AU	Manufacturing	351
Jan 1, 1996	Gabriella	Rodrigues	Brazil Executive Board	Leadership Team Brazil	Executive Office	484
Jan 1, 1996	John	Welford	Australia Production	Leadership Team Australia	Executive Office	624
Jan 1, 1996	Lincoln	Mazure	Australia HR	HR Business Office AU	Corporate Services	633
Jan 1, 1996	Patricia	Soule	France Executive Board	Leadership Team France	Executive Office	283
Jan 1, 1996	Sam	Martin	UK Executive Board	Leadership Team UK	Executive Office	361
Jan 1, 1996	Sophia	Fong	China HR	HR Business Office CN	Corporate Services	285
Jan 1, 1996	Vanessa	Wright	UK HR	Employee Development UK	Corporate Services	378
Jan 1, 1996	Zac	Port	Australia Production	Operations AU	Manufacturing	625
Jan 1, 1996	Eneva	Cepressa	Russia Quality Control	Quality Assurance RU	Manufacturing	754
Jan 1, 1996	Oxcara	Bapramoba	Russia Operations	Leadership Team Russia	Corporate Services	746
Feb 10, 1996	Anne	Dodds	UK HR	Compensation and Benefits UK	Corporate Services	374
Feb 10, 1996	Kotari	PuGarosa	Russia Operations	Human Resources RU	Corporate Services	764
Oct 12, 1996	Alexander	Ruidd	UK HR	Employee Development UK	Corporate Services	376
Oct 12, 1996	Lilly	Thom	Australia HR	HR Business Office AU	Corporate Services	634
Oct 12, 1996	Hakizai	Sehos	Russia Operations	Production RU	Manufacturing	755
Jan 1, 1997	Marc	Wimali	UK HR	Employee Development UK	Corporate Services	377
Jan 1, 1997	Marl	Travers	Australia Production	Operations AU	Manufacturing	344
Cancel Hide Preview Finish						

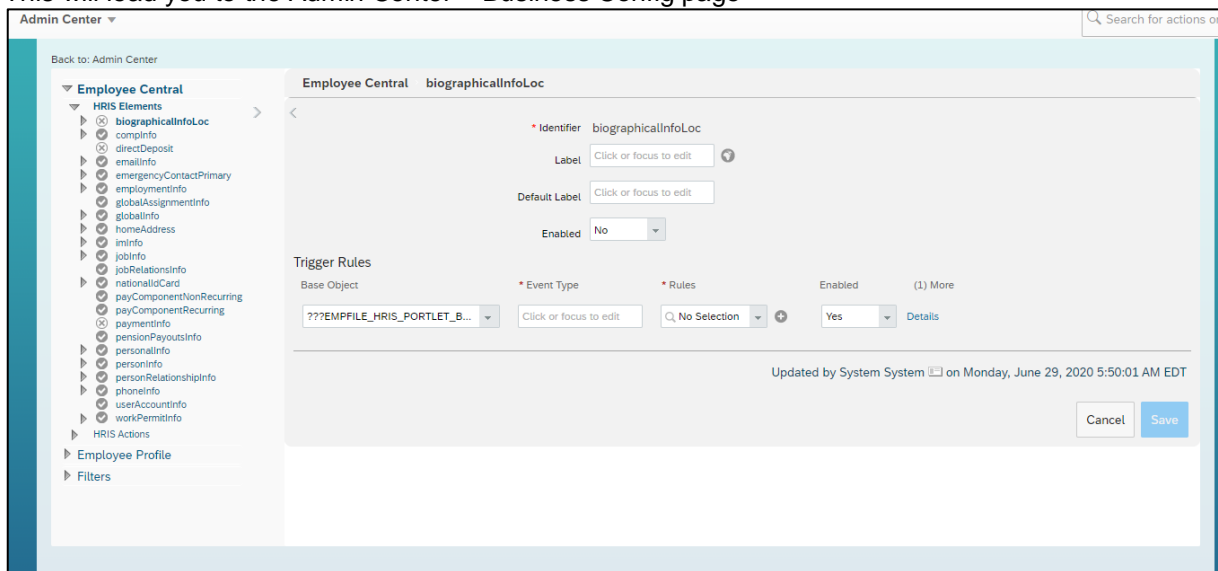
## COMPARE THE FIELDS IN THE QUERY AND IN THE SYSTEM

In case the data is not populated in *Query Preview*, this would imply the configuration used in the Template Content Query creation, does not match to your system configuration. To verify if the fields used in the query are available in the system please compare them with the [Technical Document](#) of the Story or [Query Designer](#) by following the steps mentioned below

Navigating to “*Manage Business Configuration*” from the Search Bar or Admin Center



This will lead you to the Admin Center – Business Config page

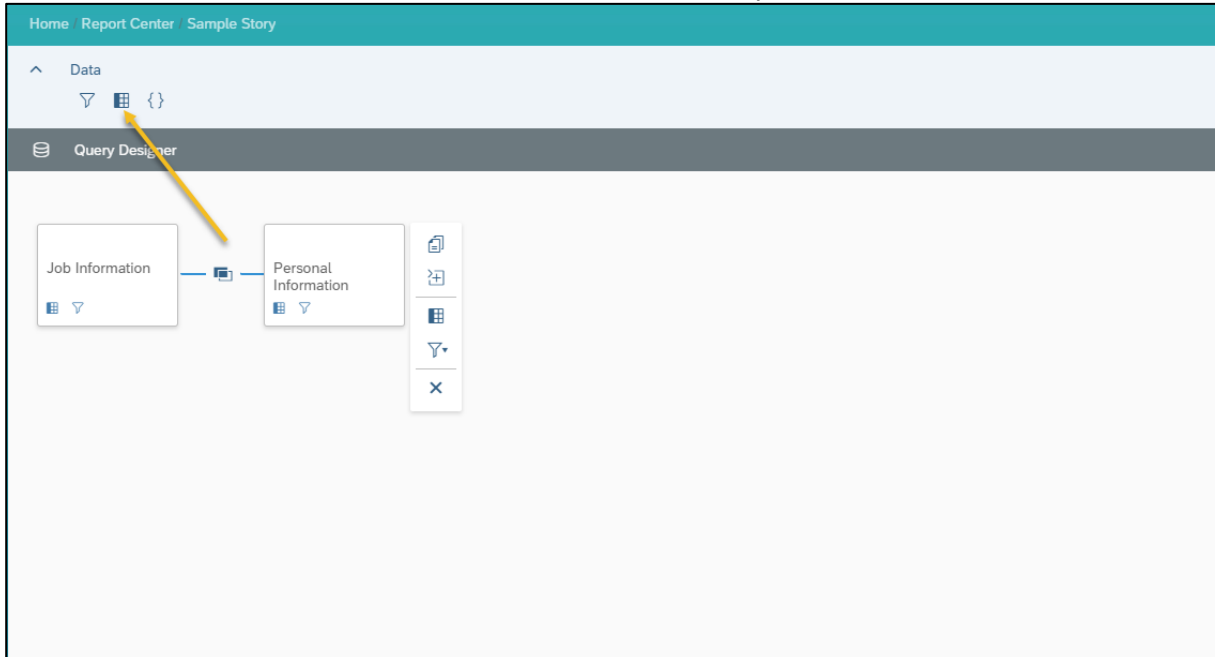


You can compare the Fields in your system with the **Technical Document** available with the Story's zip file download. This will help in locating the fields that are used in the Story, but not available in your system as is.

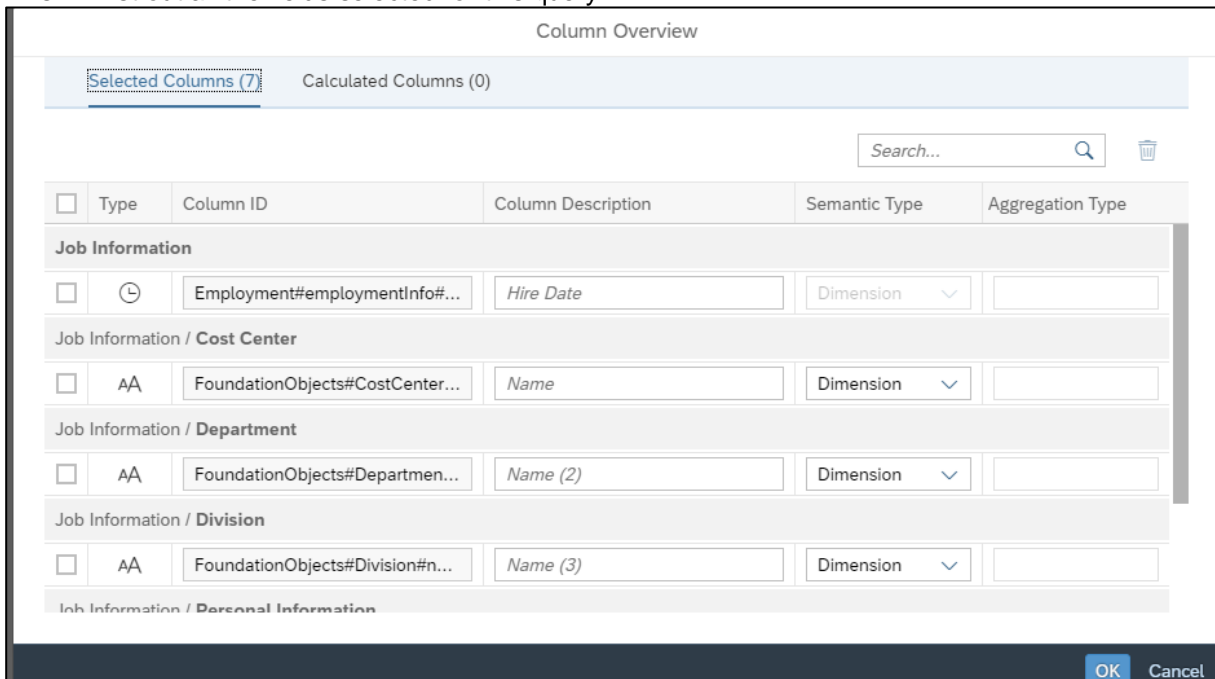
The fastest fix is to remove these fields from the query and checking the *Preview*. Once the preview is working you can add the relevant field available in your system in the query to fetch the required data.

Kindly open either the *Technical Documentation* (as mentioned above) or the *Query Designer* as shown in [Step one](#).

In-case you are already on Preview query, you can simply click Hide Preview.  
Please click on the “Create Calculated Column” button on the top left corner



This will list out all the fields selected for this query



Please verify if these field are available in your system by checking in the “Manage Business Configuration” section.

Selected Columns (7)Calculated Columns (0)

Search...

Type

Column ID

Column Description

Semantic Type

Aggregation Type

Job Information

Employment#employmentInfo#START\_DATE

Hire Date

Dimension

Employee Central

HRIS Elements

employmentInfo

Identifier

employmentInfo

Label

Employment Details

Default Label

Employment Details

Enabled

Yes

HRIS Fields

Identifier

Label

Enabled

Mandatory

(20) More

jobNumber

Employment Id

No

No

Details

start-date

Hire Date

Yes

Yes

Details

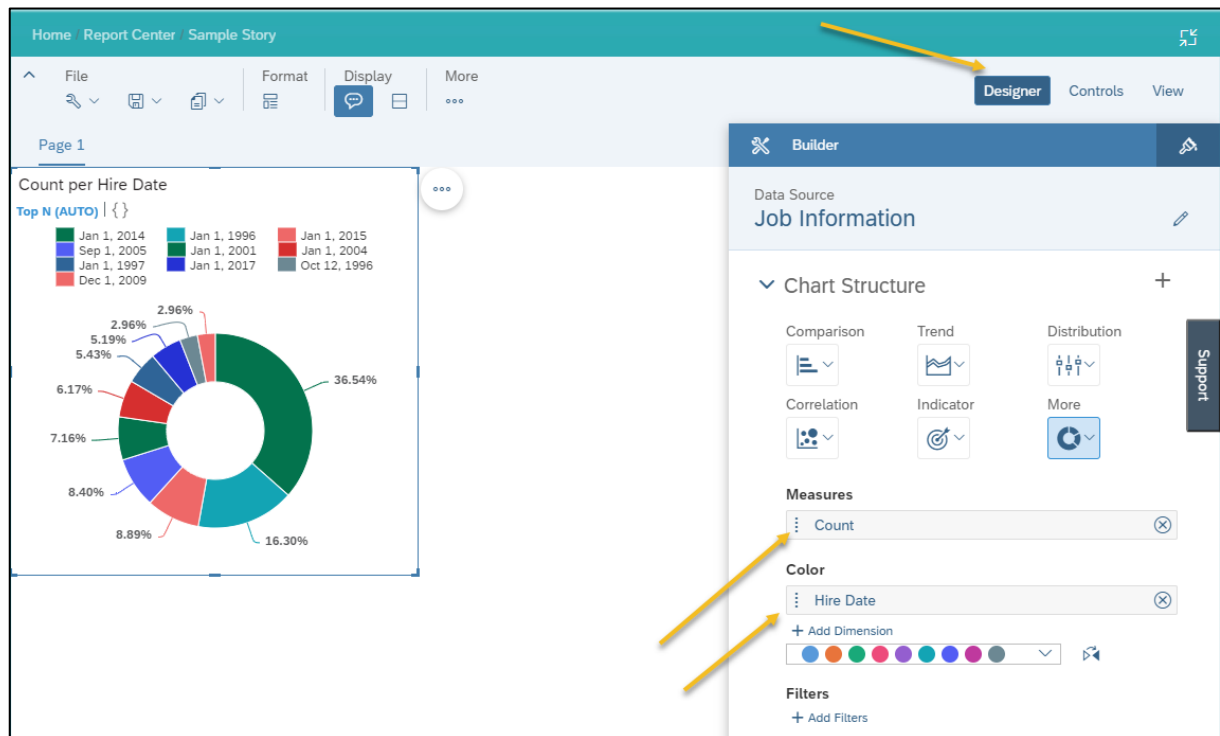
Employment#employmentInfo#START\_DATE

For fixing the Story page please refer to the next section.

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## WIDGET ERROR

Once the query is fixed and the preview is working, the widgets and the tables should populate data. In case there are some fields used in the widgets that are not in the system, they need to be fixed in the Designer.



## SUCCESSFULLY IMPORTED STORIES NOT LISTING

There can be a case where the Import was successful but even after waiting for some time, the Stories are not showing in Report Center. This is a known limitation and we are working on a resolution. As an interim solution kindly try to Sync Report Center Search (SOLR sync).

To do so please navigate to “Sync Report Center Search” in the search bar or via Admin Center

### Admin Center

[Back to Admin Center](#)

### Sync Report Center Search

The syncing between Report Center and their original tools should be automatic, however if you notice anything is out of sync, please use this tool to correct it.

Please note: syncing could take some time, if you have any issues, please contact Support to check the sync status

### Configure Job Parameters

Job Name:	<input type="text"/>	<a href="#">?</a>
Job Priority:	<input type="text" value="Low"/>	<a href="#">?</a>
Job Configuration:	<input type="checkbox"/> Table <input type="checkbox"/> Tiles and Dashboards <input type="checkbox"/> Canvas <input type="checkbox"/> Story	
Date Range:	<input type="text" value="1900/01/01 - 2020/08/10"/>	<a href="#">📅</a>
<div><a href="#">↶ Reset</a><a href="#">↻ Start Sync</a></div>		

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