Smart View Common Errors and Issues

The following is a list of common error messages or questions users have when first getting familiar with Smart View.

➤ *Ad hoc grid cannot be opened as there are no valid rows of data*

**Problem:** Users get above message when they attempt ad-hoc analysis on a Planning database (using a Planning connection in Smart View). This is due to Smart View settings set to suppress missing and zero values.

**Solution:** Change smart view settings to not suppress missing and zero data on rows and columns. To do this, go to Smart View->Options->Data Options. Uncheck the suppression options for Rows, Columns and Blocks and then perform ad-hoc analysis.
Essbase Error: No data was generated

Problem: Users get above message when they attempt ad-hoc analysis on an Essbase database (using an Essbase connection in Smart View). This is due to Smart View settings set to suppress missing and zero values.

Solution: Change smart view settings to not suppress missing and zero data on rows and columns. To do this, go to Smart View->Options->Data Options. Uncheck the suppression options for Rows, Columns and Blocks and then perform ad-hoc analysis.
Problem: The smart view tab is not visible in MS Excel. This could be due to:

a. MS Excel crashed and disabled Smart View
b. Multiple instances of MS Excel are open
c. User attempts to refresh a large spreadsheet with too much data and/or too many data intersections
d. User Zooms In or drills down into too many members without suppressing zero, so the act of drilling down to multiple members crashes Smart View

Solution:

1. Open MS Excel from your workstation.
2. From the File tab, select Options to open the Excel Options dialog box.
3. Select Add-ins from the left hand pane.

4. From the Manage drop-down box at the bottom of the window, select Disabled Items.

5. Click **Go**.

6. Select the Smart View add-in displayed in the Disabled Items window to re-enable and click the Enable button and then the Close button.

7. Close all windows, then close and restart MS Excel.