



**COMMUNITY  
DAYS 2025**

# **Solving Report Mysteries: Troubleshooting Workshop**

**Zane Baranovska**

Support Consultant

You can follow the steps and examples in  
**eazyBI Community** → **Tips & Tricks**



<https://community.eazybi.com/t/solving-report-mysteries-troubleshooting-report/20024>

Troubleshooting is a  
**systematic method**





➤ **1 Data are imported**

➤➤ **2 Right measure and dimension**

➤➤➤ **3 No conflicting filters**

➤➤➤➤ **4 Calculated measure works as expected**



**Systematic checks**



# 1. Is data imported?

# Mind the gap!

easyBI is a **non-real-time** tool.

Data are refreshed based on a schedule.

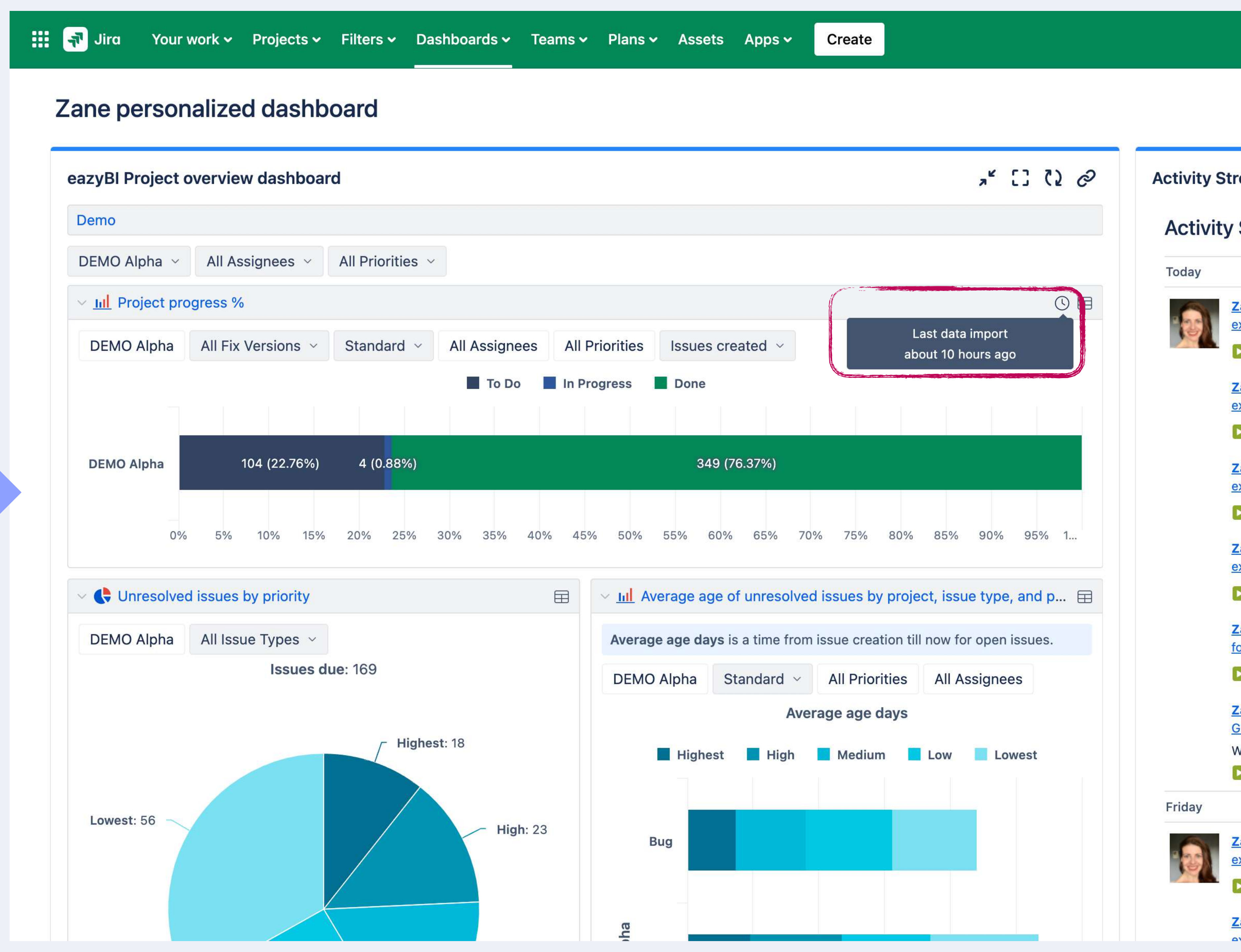
Usually once a day.






When  
data  
uploaded

Dashboard




When  
data  
uploaded

Analyse

 Home Source Data **Analyze** Dashboards

Select cube: All cubes

 **Assets**




Empty ... Size: 744 KB Last import: about 12 hours ago


New report

New folder

Import reports

Export reports 3

Name	Created ↓
 Users inbound assets by user outbound location	3 days ago
 Active Persons	3 days ago
 Inactive users assets	3 days ago

 **Issues**






Empty ... Size: 27.1 MB Last import: about 10 hours ago

New report

New folder


Import reports

Export reports 80

Name	Created ↓
 Customer Template	26 days ago
 ZBA	27 days ago
 [Velocity] Velocity por Sprint	27 days ago
 Tests worklog proeperties	27 days ago
 test sprint capcacity	27 days ago





# When data uploaded

 Home Source Data Analyze Dashboards

Child from ZBA template

Source Applications 2

Source Files

Application	Source selection	Created	Cube	Status
 Assets	Object Schema: CA User: Zane Baranovska	3 days ago	Assets	Imported about 12 hours ago
 Jira	<a href="https://eazybi-support.atlassian.net">https://eazybi-support.atlassian.net</a> User: Zane Baranovska Projects: DA	27 days ago	Issues	Imported about 10 hours ago

To refresh data now, press the **Import** button. If you have **scheduled regular** automatic data imports, they still will be performed at the scheduled time.

Add new source application

## Source Data

# Read import error messages and warnings

Your work ▾

Projects ▾

Filters ▾

More ▾

+

Search

Home

Source Data

Analyze

Dashboards

ZBA Ass

Source Applications 2

Source Files

Application	Source selection	Created	Cube	Status
<div><div></div><div>Jira</div></div>	<div><a href="https://eazybi-support.atlassian.net">https://eazybi-support.atlassian.net</a></div> <div>User: Zane Baranovska</div> <div>Projects: DA, DB, DG, PO, XDOG, ZBA</div>	about a year ago	Issues	Error 16 minutes ago

To refresh data now, press the **Import** button. If you have **scheduled regular** automatic data imports, they still will be performed at the

Add new source application



# Read messages - authorization

## Error



The Jira user isn't active. Please [Reset authorization](#) to change access rights to the current Jira user.

Please download the [error log file](#) and send it to [eazyBI support](#) if you need assistance.

Close

# Read messages - authorization

Your work ▾

Projects ▾

Filters ▾

More ▾

+

Q Search

eaZyBI

Home

Source Data


Analyze

Dashboards

ZBA Ass

Source Applications 2

Source Files

Application	Source selection	Created	Cube	Status
 Jira	<div><a href="https://eazybi-support.atlassian.net">https://eazybi-support.atlassian.net</a></div> <div>User: Zane Baranovska</div> <div>Projects: DA, DB, DG, PO, XDOG, ZBA</div>	about a year ago	Issues	Error 16 minutes ago

To refresh data now, press the **Import** button. If you have **scheduled regular** automatic data imports, they still will be performed at the

Add new source application



# Read messages - app authorization

## Error




Received HTTP 403 error when requesting <https://prod-api.zephyr4jiracloud.com/connect/public/rest/api/1.0/cycles/search?projectId=10019&versionId=10122>.  
Your user was not authorized by API provider to perform this request.

Please download the [error log file](#) and send it to [eazyBI support](#) if you need assistance.

Close

# Read messages - custom fields

Created	Cube	Status
<div><h2>Error</h2><div><p>Cannot import custom fields with the same display name: "Time to resolution", "Entity"</p></div><p>Please download the <a href="#">error log file</a> and send it to <a href="#">eazyBI support</a> if you need assistance.</p><div>Close</div></div>		



# Read messages - incorrect date

Warning

Issue ZZB-63899 import failed: Created date value "0024-04-24 00:00:00" is too old  
Issue ZZB-63900 import failed: Created date value "0024-04-24 00:00:00" is too old

Please download the [error log file](#) and send it to [eazyBI support](#) if you need assistance.

[Clear warnings](#) [Close](#)

# Read messages - bad data

## Error and warnings



Too many issue import errors.

Issue ZZB-25 import failed: org.postgresql.util.PSQLException:  
ERROR: invalid input syntax for type integer: " 3,055,071 " Position:  
1275

Issue ZZB-24 import failed: org.postgresql.util.PSQLException:  
ERROR: invalid input syntax for type integer: " 3,864,000 " Position:  
1289

Issue ZZB-23 import failed: org.postgresql.util.PSQLException:  
ERROR: invalid input syntax for type integer: " 5,841,000 " Position:



# Read messages - fix authorization first

## Error and warnings



The Jira user isn't active. Please [Reset authorization](#) to change access rights to the current Jira user.

Too many warning messages... Showing first 100 messages:

Issue ZZB-217 component 'Endorsers' (12703) not found for project ZZB.

Issue ZZB-55 component 'Endorsers' (12703) not found for project ZZB.

Issue ZZB-56 component 'Endorsers' (12703) not found for project ZZB.

# Validate import options

- The **authorized user** has access to the required data.
- The correct **projects** are selected.
- The right **custom field** is selected.
- Is there a **JQL query filter** in Advanced import options and , and if so, are there any criteria that might limit the data of interest?

**Import options**

**“We didn’t change anything,  
but the report is not working  
as it did week ago.”**

CUSTOMER EMAIL TO SUPPORT

「(ツ)」



# Import options

Jira
Your work ▾
Projects ▾
Filters ▾
Dashboards ▾
Teams ▾
Plans ▾
Assets
Apps ▾
Create

9+
?
⚙️

Home

Select account ▾
? ▾
⚙️ ▾
 ▾

Audit log

From date 
To date 
Account

Search audit events by object and event attributes. You can set a period of time or select a specific account. Read more about [audit log](#).

Account	User	Action	When	Object type	Object	Actions
<a href="#">ZBA Assets</a> (136114)	Zane Baranovska	<button>UPDATE</button>	8 minutes ago	SourceApplication	<a href="#">Jira</a> (134704)	<a href="#">Show more</a>
<a href="#">ZBA Assets</a> (136114)	Zane Baranovska	<button>UPDATE</button>	17 minutes ago	SourceApplication	<a href="#">Jira</a> (134704)	<a href="#">Show more</a>
<a href="#">ZBA Assets</a> (136114)	Zane Baranovska	<button>UPDATE</button>	40 minutes ago	SourceApplication	<a href="#">Jira</a> (134704)	<a href="#">Show more</a>
<a href="#">ZBA Assets</a> (136114)	Zane Baranovska	<button>UPDATE</button>	about an hour ago	<b>SourceApplication</b>	<a href="#">Jira</a> (134704)	<a href="#">Show less</a>

Event attributes:

id: 4180949

account\_id: **ZBA Assets** (136114)

site\_id: 25585

user\_id: **Zane Baranovska** (268383)

user\_external\_id: 557058:3c670580-daf3-4c7b-a528-dbeb53347942

audited\_id: 134704

request\_remote\_ip: 87.246.148.153

request\_uuid: 4302c19c-fc4e-4d76-b705-782d1404c696

created\_at: 2025-04-28 08:09:48.927 UTC

Object attributes:

application\_params: [View changes](#)

```

{
  "source_params": {
    "access_type": "private",
    "authentication_type": "atlassian_connect",
    "accountId": "557058:3c670580-daf3-4c7b-a528-dbeb53347942"
  },
  "source_selection": [
    {
      "name": "DEMO Alpha (DA)",
      "key": "DA"
    },
    {
      "name": "DEMO Beta (DB)",
      "key": "DB"
    },
    {
      "name": "DEMO Gamma (DG)",
      "key": "DG"
    },
    {
      "name": "Program overview (P0)",
      "key": "P0"
    },
    {
      "name": "Xray Space Dog (XD0G)",
      "key": "XD0G"
    }
  ],
  "custom_fields": {
    "10014": {

```







# Changes in Audit log

## Calculated measures

Jira

Your work

Projects

Filters

Dashboards

Teams

Plans

Assets

Apps

Create

Search

9+

?

⚙

eaZyBI

Home

Source Data

Analyze

Dashboards

ZBA

?

⚙

Audit log

Measure

From date

To date

Account

Search

Search audit events by object and event attributes. You can set a period of time or select a specific account. Read more about [audit log](#).

Account	User	Action	When	Object type	Object	Actions
<a href="#">ZBA (73508)</a>	Zane Baranovska	UPDATE	less than a minute ago	CalculatedMember	[Measures].[Exclude duplicates - sum] (Issues)	Show less

Event attributes:

id: 4181615

account\_id: ZBA (73508)

site\_id: 25585

user\_id: Zane Baranovska (268383)

user\_external\_id: 557058:3c670580-daf3-4c7b-a528-dbeb53347942

audited\_id: 106210

audited\_name: [Measures].[Exclude duplicates - sum]

request\_remote\_ip: 87.246.148.153

request\_uuid: 4e6e1f4a-8add-41a8-8e20-814f611360a3

created\_at: 2025-04-28 09:08:39.063 UTC

Object attributes:

formula: View changes

CASE WHEN --the Total row, put here name of the first dimension ZZZZZZ on rpeort rows  
[Assignee].CurrentHierarchyMember.Name = "\$total\_aggregate"  
THEN --special clacultion to count only visible items from thrid dimension on report rows  
Sum(  
--set of members from 3rd dimension  
Generate(  
VisibleRowsSet(),  
CurrentTuple(VisibleRowsSet()).item(2)  
)  
,  
--for each meber from 3rd dimension YYYYYY get value for XXXX Sum measure  
DefaultContext((  
~~[Measures].[Original estimated hours],~~ put here the measure  
[Measures].[Story Points created], --put here the measure  
[Issue].CurrentHierarchyMember  
)  
)  
ELSE --original code to show measure "XXXX Sum" for the rest of report rows  
~~[Measures].[Original estimated hours]~~  
[Measures].[Story Points created]  
END

<a href="#">ZBA (73508)</a>	Zane Baranovska	UPDATE	about a minute ago	CubeReport	Exclude duplicates - visible rows (2647558)	Show more
<a href="#">ZBA (73508)</a>	Zane Baranovska	UPDATE	2 minutes ago	CubeReport	Exclude duplicates - visible rows (2647558)	Show more
<a href="#">ZBA (73508)</a>	Zane Baranovska	CREATE	3 minutes ago	CalculatedMember	[Measures].[Exclude duplicates - sum] (Issues)	Show more
<a href="#">ZBA (73508)</a>	Zane Baranovska	CREATE	3 minutes ago	CalculatedMember	[Measures].[Exclude duplicates row1] (Issues)	Show more

Open [kahoot.it](https://kahoot.it)



**Game time!**

The background is a solid dark blue. It is decorated with several abstract geometric elements: a series of purple diagonal lines in the top right corner; a purple rectangle and three light blue rectangles stacked vertically on the right side; and two horizontal purple bars of different lengths in the bottom left corner.

**2. Is this the right measure and dimension for job?**







# Read documentation when in doubt

- > Getting Started
- > Set Up and Administer
- ▼ Data Import
  - ▼ Data from Jira
    - Jira Core measures and dimensions
    - Jira Software custom fields
    - Jira Service Management custom fields
    - Time tracking measures
    - Assets
    - Assets custom fields for issues
    - Plans custom fields
    - Import issue change history
    - Issues closed measure
    - Issue cycles
  - > Jira custom fields
  - > JavaScript calculated custom fields
  - > Advanced data import options
    - Additional data import into Jira Issues c...
  - > Data from Jira apps
  - > External data sources
    - Data adjustments using JavaScript

## Measures

Issues data cube contains the following predefined measures:

Issues created	A total number of created issues that match selected dimension members. If the <b>Time</b> dimension is used then Issues created are grouped by issue creation dates.
Issues due	Due (or unresolved) issues that do not have a resolution date. Used with the <b>Time</b> dimension, issues are grouped by issue due dates (if an issue does not have a due date then it is counted only to the <b>All Times</b> member).
Issues resolved	Resolved issues that have a resolution date. Used with the <b>Time</b> dimension, grouped by issue resolution dates.
Issues closed	Read also about additional <a href="#">Issues closed measure</a> and how to use it. If the <a href="#">Issues closed measure</a> is imported then also <b>Issues closed count</b> will be in this group. If <a href="#">Import issue change history</a> is selected then also <b>Transitions to status issues count</b> and <b>Transitions from status issues count</b> will be in this group.
Open issues	Calculates a number of unresolved issues at the end of the corresponding Time dimension period (as <b>Issues created</b> minus <b>Issues resolved</b> since the beginning of the time until the end of the selected time period).
Issues with due date	All issues (both due and resolved) which have a due date specified. Used with the <b>Time</b> dimension, grouped by issue due dates.
Issues last updated	A total number of issues that match selected dimension members. If the <b>Time</b> dimension is used then Issues last updated counts issues by the last update date and shows the total count in the corresponding period.
Sub-tasks created	A total number of sub-tasks for parent issues that match selected dimension members.



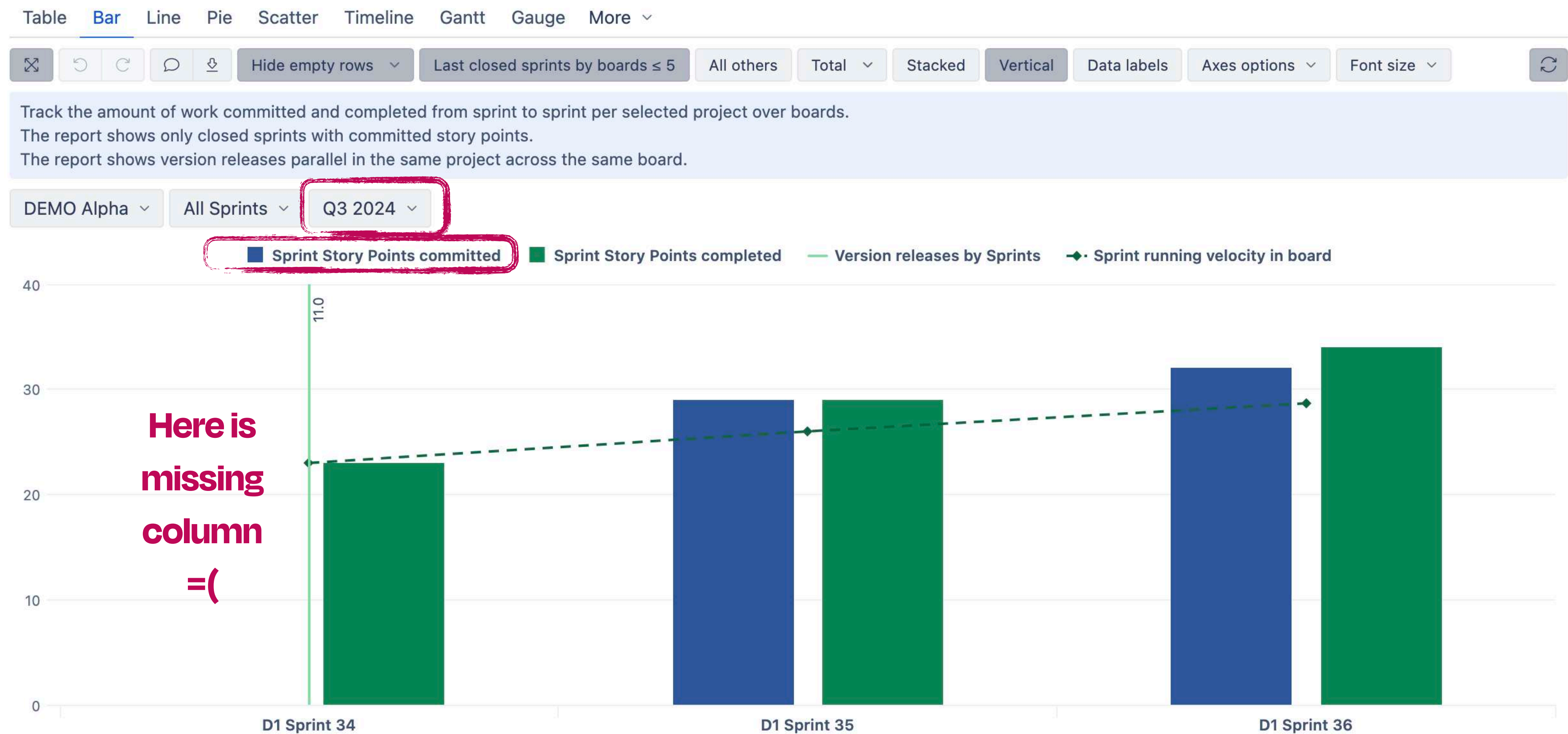
# 3. #NoFilters

Remove filters one by one



# Page filter & Measure

<https://eazybi.com/accounts/22010/cubes/Issues/reports/3482420-sprint-velocity-chart-filter-by-time>



# Conflicting hierarchies

<https://eazybi.com/accounts/22010/cubes/Issues/reports/3482401-time-hierarchy-do-not-match>

Page filters

Nonempty

> Time

Rows

Nonempty

< Time

< All hierarchy level members

Select all members at level

Year 9

Quarter 30

Month 78

Day 1420

Weekly edit

Year 9

Week 253

Day 1420

Add custom hierarchy

Add members for date range

Delete members for date range

> Drill into or expand

Columns

> Measures

Table Bar Line Pie Scatter Timeline Gantt Gauge More <

Hide empty <

Total <

Freeze header

Vertical header

Q4 2024 <

No report data to show.

Here is empty =(



# Conflicting filters

<https://eazybi.com/accounts/22010/cubes/Issues/reports/3831344-estimated-and-logged-hours-in-version>

Page filters

Nonempty

> Project

> Priority

> Issue Type

> Assignee

> Fix Version

Rows

Nonempty

> Fix Version

Columns

> Measures

TableBarLinePieScatterTimelineGanttGaugeMore

Hide empty

Original estimated hours > 0

All others

Total

Stacked

Vertical

Values

Percentage

Data labels

Axes options

Font size

DEMO Alpha

All Priorities

All Issue Types

All Assignees

Unreleased

No report data to show.

+ DEMO Alpha

- DEMO Beta

+ (no version)

+ Archived

+ Released

+ Unreleased

+ DEMO Gamma

+ Program overview

singlemultiple

Here is empty =(



# Filter rows

<https://eazybi.com/accounts/22010/cubes/issues/reports/3831428-story-points-progress-and-velocity-by-sprints-in-epic>

Page filters

Nonempty

> Project

Rows

Nonempty

> Epic Link

Columns

> Measures

Table

Bar

Line

Pie

Scatter

Timeline

Gantt

Gauge

More

Story Points created > 0

Epic Link Status matches To do|In Progress

All others

Total

Freeze header

Vertical header

All Projects

Epic Link	Epic Link Status	Epic assignee	Story Points created	Story Points resolved	Story Points due	Story Points resolved%	Completed Sprints	Story Points Velocity 5 Sprints	Predicted Sprints to complete	Story Points velocity 5 last closed sprint cycles
DA-387	In Progress	Monica Walker	53.00	34.00	19.00	64.15%	1	15.00	1	15.00
DB-359	In Progress	eazyBI support demo	50.00	50.00		100.00%	2	17.50	0	17.50
DB-396	In Progress	eazyBI support demo	23.00	2.00	21.00	8.70%				
DG-374	In Progress	Patrick Lewis (638e13c7f48fbd9b62d953cc)	62.00	53.00	9.00	85.48%	2	23.00	0	23.00

Epics in other statuses are missing =(

# Nonempty - hidden rows

<https://eazybi.com/accounts/22010/cubes/Issues/reports/3793136-time-tracking-burndown-in-selected-version>





# Nonempty - no response

<https://eazybi.com/accounts/22010/cubes/Issues/reports/3831281-list-of-issues-in-progress>

Page filters

Nonempty

> Reporter

> Resolution

> Project

> Issue

> Issue Type

> Priority

Rows

Nonempty

> Issue

Columns

> Measures

Table

Bar

Line

Pie

Scatter

Timeline

Gantt

Gauge

More

Total

Freeze header

Vertical header

All Reporters

(unresolved)

DEMO Beta

All Issues

All Issue Types

All Priorities

	Issue assignee	Issue created date	Issue status updated date	Issue due date	Issue type	Issue priority	Issue status	Issue days in current status	Average age days	Issue hyperlink on name
DA-1 Delacroix's malices costliness resurface maharajah brusqueness apportionment vividness colanders integrating	David Sand	Jul 06 2022	Aug 04 2022	Sep 28 2022	Story	Low	Done	1,019.05		DA-1
DA-102 Account overview Demo project 17Q3	Monica Walker	Jul 07 2022	Aug 15 2022	Feb 28 2023	Epic	Medium	Done	1,008.32		DA-102
DA-2 Boilers faculty sash metronomes deforest Francisca mounting glassware's garble	eazyBI Support admin	Jul 08 2022	Aug 01 2022		Bug	Low	Done	1,022.06		DA-2
DA-3 Windburns irritates enjoying posits incident's used embroiders	Duncan Snow (638e13c59e48f2b9a6162ccf)	Jul 10 2022	Aug 01 2022	Jul 26 2022	Story	Highest	Done	1,022.05		DA-3
DA-2 / DA-4 Quark	eazyBI Support admin	Jul 11 2022	Jul 27 2022		Data	Low	Done	1,027.15		DA-4

Issue list does not respond to resolution filter =(



- **Search** and bookmark a **single Issue** in the Issue dimension.
- Use predefined **measures** and **properties** on columns.
- **Time** dimension is at the **Day** level in **rows**.
- **#NoFilters**
- Calculated measure with function **AllProperties**  
[Issue].CurrentMember.AllProperties



**Debug data on an  
individual issue  
without any filters**

# Exercise: check individual issue data

- Issue key: **DA-118**
- eazyBI account: <https://eazybi.com/accounts/22010/cubes>

Show available dimensions

Page filters  
Drag here if needed

Columns  
> Measures

Rows  
Nonempty

> Issue

> Time

Table Bar Line Pie Scatter Timeline Gantt Gauge More

Hide empty Total

Issue	Time	Issues created	Issues resolved	Transitions to status	Transition to status first date	Transition to status last date	Hours spent	Issue status
DA-118	Jan 27 2023	1		2	2023-01-27 04:11:09	2023-01-27 07:11:09		Done
	Feb 13 2023			1	2023-02-13 12:06:17	2023-02-13 12:06:17		Done
	Mar 06 2023							Done
	Mar 07 2023			1	2023-03-07 13:38:16	2023-03-07 13:38:16		Done
	Mar 09 2023						6.00	Done
	Mar 10 2023			1	2023-03-10 13:45:58	2023-03-10 13:45:58		Done
	Mar 13 2023			1	2023-03-13 13:46:58	2023-03-13 13:46:58	1.00	Done
	Mar 14 2023						1.00	Done
	Mar 22 2023		1	1	2023-03-22 14:05:01	2023-03-22 14:05:01	1.00	Done
	Mar 27 2023							Done
	Apr 27 2023							Done
	Jun 21 2023							Done

# 4. Debug custom calculated measure



# Troubleshooting calculated measures

- **Next session “MDX Debugging: Turning Errors into Solution” by Gvido**
- **Video “MDX debugging: How to see through calculated measure”**

<https://docs.eazybi.com/eazybi/learn-more/training-videos/videos-calculations-with-mdx#Videos:calculationswithMDX-MDXdebugging:Howtoseethroughcalculatedmeasure>

- **Video “Hidden Gems of MDX”**

<https://docs.eazybi.com/eazybi/learn-more/training-videos/videos-calculations-with-mdx#Videos:calculationswithMDX-HiddenGemsofMDX>



➤ **1 Data are imported**

➤➤ **2 Right measure and dimension**

➤➤➤ **3 No conflicting filters**

➤➤➤➤ **4 Calculated measure works as expected**



**Systematic checks**



Open [kahoot.it](https://kahoot.it)



**Game time!**