



## Troubleshooting Tips for EBI

### Overview

If you are receiving an error when running a report or if you are unable to successfully export your results, there are a couple of troubleshooting steps that you can take to try and resolve the issue.

### Check your Browser



Mozilla Firefox is the preferred browser for EBI. If you are using a different browser, try opening EBI in Firefox and running the report again.

### Clear your Browser Cache

Periodically your browser cache may become full, which will cause issues running reports in EBI. Try clearing your browser cache to see if that resolves the issue.

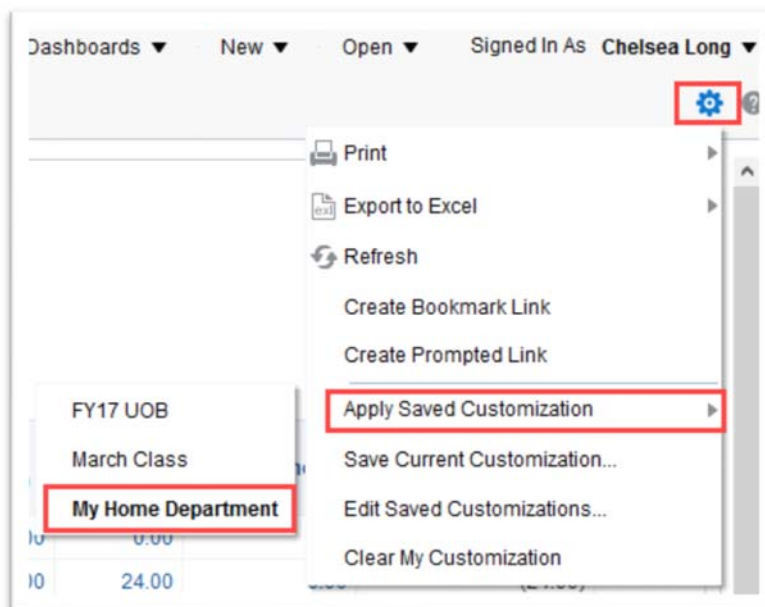
Please refer to the Firefox instructions for clearing your browser cache, available here: [https://support.mozilla.org/en-US/kb/how-clear-firefox-cache#w\\_clear-the-cache](https://support.mozilla.org/en-US/kb/how-clear-firefox-cache#w_clear-the-cache)

### Clear the Customization

Sometimes the issue may be related to a customization you have created for the report. You can check to see if you are using a customization on that report and clear the customization to run the default view for the report.

Checking to see if a Customization is applied:

1. Navigate to the Dashboard where you are seeing the error
2. Click on the Page Options Menu in the upper right-hand corner and select Apply Saved Customization. If you have a saved customization applied to the report, it will show as bold text.





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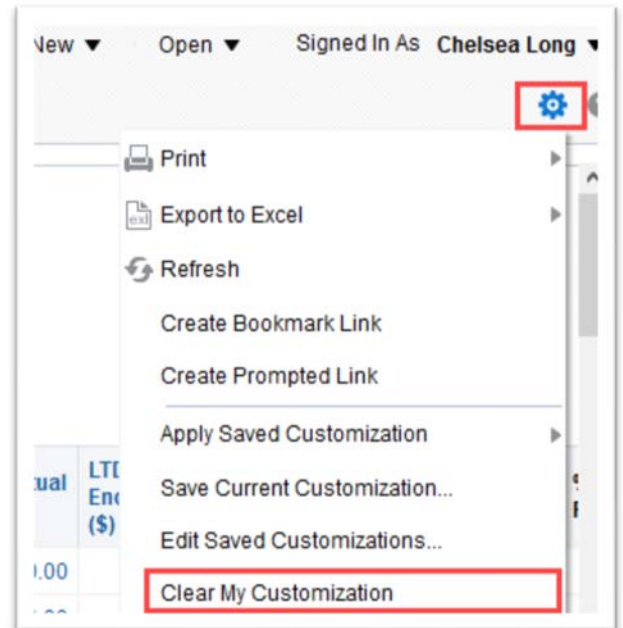
### Clear the Customization

1. If a customization is applied, you will need to clear it.

**TIP:** Clearing the customization does not delete the customization, it simply resets the report to the default view.

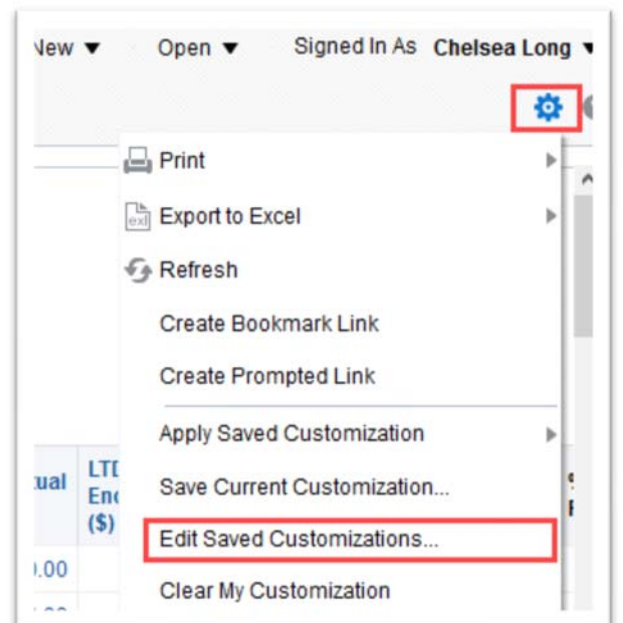
2. Click on the Page Options Menu in the upper right-hand corner and select Clear My Customization.
3. Run the default view of the report using the same prompts from your customization to see if this resolves the issue.

**TIP:** If the default view of the report produces results, your customization is broken. You will need to delete and rebuild the broken customization.



### Deleting a Broken Customization

1. Click on the Page Options menu again and select Edit Saved Customizations



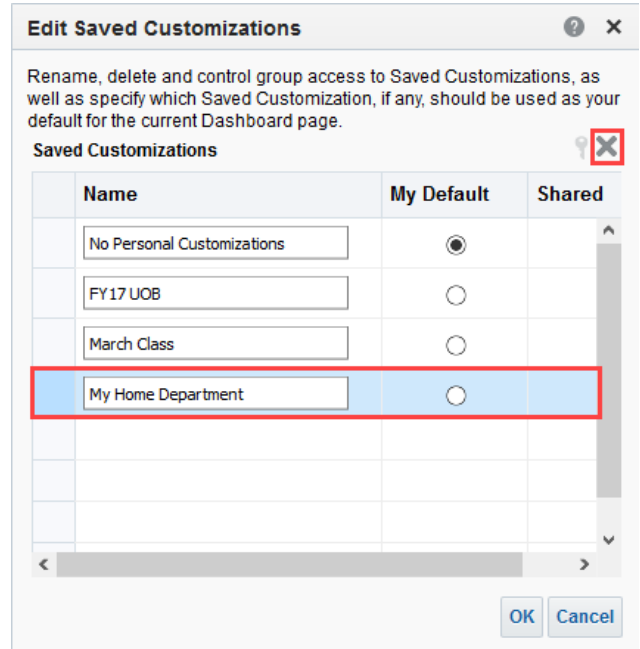


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2. Click the customization that you would like to delete, and click the X.

**CAUTION:** Be sure you are ready to delete the customization! Clicking the X will **permanently** delete the customization and it **cannot** be restored.

**TIP:** If the broken customization is set as your default customization, it will automatically select No Personal Customizations after you delete the broken customization.



### More Information:

For additional assistance, please contact the Analytics & Reporting team via the [Finance Support Center](#). Choose **Emory Business Intelligence (EBI)/Reporting** as your ticket category.