Resolving Known Errors

Error # 1

Describe the problem, cause and solutions for this type of error.

Term	Detail
Problem	The system can't authenticate the username and/or password with the user's Microsoft sign-in credentials.
Cause	The user is using the wrong credentials to sign-in to the system.
Solution	The user should use their individual district email address (first.last@district.kyschools.us) as the username and the Windows/Office365/Azure Active Directory password as the password (the same as the user used for their Office365). Note: The user's windows password should work even if the district uses G Suite for Education instead of Office365

Error # 2

Describe the problem, cause and solutions for this type of error.

Term	Detail
Problem	While signing into the system, the user receives the following error message: "Unable to Sign In - User account not found". **See Figure 1 below**
Cause 1	The user isn't configured properly in the Infinite Campus System.
Solution	**See figure 2 below**.
Cause 2	The user was just configured in Infinite Campus.
Solution	The user must wait until the next day for all configurations to be created on the Tableau Server.
Cause 3	User browser session is already logged into Microsoft Azure Active Directory (Office365, Google with SSO to ADD, etc.) using a different username/email address than what is configured in Infinite Campus for Tableau.
Solution	The user should use their district email address (first.last@district.kyschools.us) as username, Windows/Office365/Azure AD password as password (same as used for Office365).
Cause 4	The user waited a day for all configurations to be completed but still can't access Tableau.
Solution	The user should clear all their browser tabs and clear their browser cache.
Cause 5	The user cleared all tabs and the browser cache but still can't access Tableau.
Solution	Have the user try another browser.
Cause 5	The user group has misspelled the usergroup name
Solution	Correct the usergroup name in IC so group is named Tableau Viz - Building and Dist

Figure 1:

Unable to Sign In

User account not found.
For help, contact your Tableau Server administrator.

Try Again

Resolving Known Errors

Error # 3

Describe the problem, cause and solutions for this type of error.

Term	Detail
Problem	The user doesn't see "*Tableau Visualizations" link within Infinite Campus.
Cause 1	The user isn't configured properly in Infinite Campus.
Solution	See figure 2 below.
Cause 2	The user is using Infinite Campus Instruction instead of the Campus Tools.
Solution	The user needs to switch applications (within Campus).

Error # 4

Describe the problem, cause and solutions for this type of error.

Term	Detail
Problem	User doesn't see the right schools in Tableau.
Cause 1	The user/s calendar rights are incorrect in Infinite Campus.
Solution	**See Figure 2 Below.**
Cause 2	User is not logged in with identity they expected; even if a district person with admin-type privileges uses the Campus "log in as user" functionality to log into Infinite Campus as another (lower-privileged) user, the actual user's Azure AD/Office365 credentials are what will be used to login to Tableau.
Solution	If an administrator needs to see how the Tableau system will function for another user, the administrator will need to have the target user log into Tableau directly.

Error # 5

Describe the problem, cause and solutions for this type of error.

Term	Detail
Problem	When a user is within a workbook view, in the list of districts, the last updated data after the district name is more than 1 day old.
Cause	Infinite Campus/CIC is having a data refresh issue.
Solution	KDE will need to contact CIC to investigate the issue. District should email kdedatarequest@education.ky.gov

Figure 2:
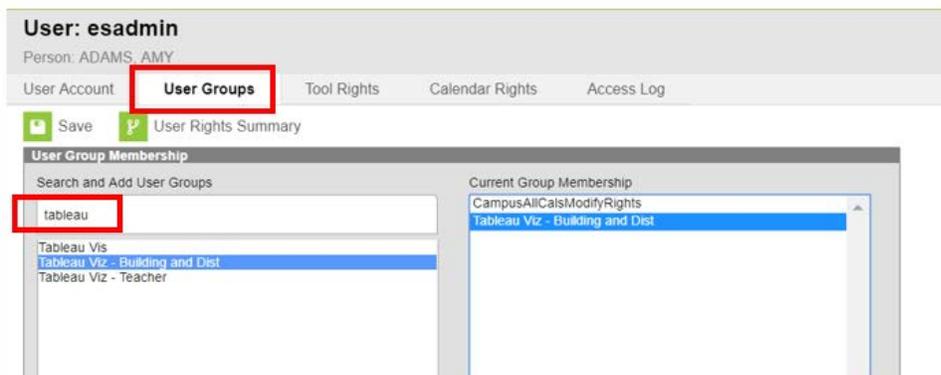
Required User Configuration in Infinite Campus:

1) The desired Infinite Campus user in the district's Infinite Campus production installation is associated with a Campus person that has a district email address (first.last@district.kyschools.us) recorded as the primary email address (within Census).
2) The desired Infinite Campus user has an email address listed in the email field in the user's demographics.
3) The desired Infinite Campus user has the "Tableau Viz – Building and Dist" security group assigned to them.
4) The desired Infinite Campus user has Calendar Rights assigned to them; the user will be able to see (in Tableau) every school for which they have Calendar Rights. The user will be able to see districtwide data ("All Schools") ONLY if the user has either "All Calendars" or has calendar rights to every school in the district.
5) It's been overnight since items 1-3 were configured.