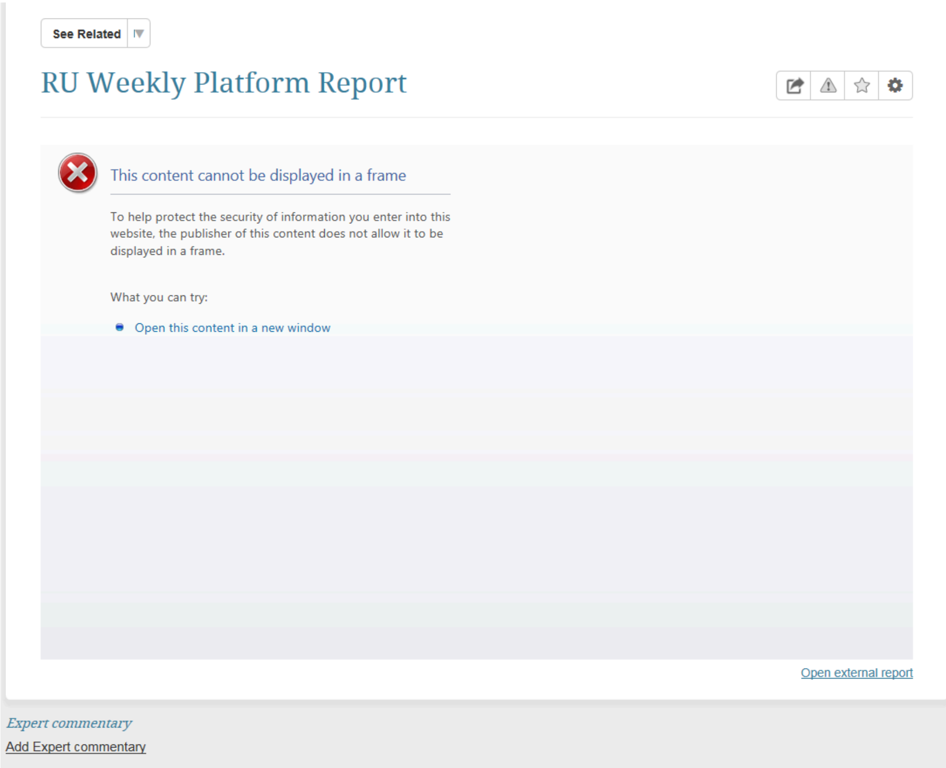
Metrics & Reports

Table of Contents

External Reports

External Reports (Tableau) are opening in Metric Insights Viewer with the error: "This content cannot be displayed in a frame."

Issue



We have noticed that we can’t open external reports (Tableau) in viewer, following error appeared: "This content cannot be displayed in a frame. To help protect the security of information you enter into this website, the publisher of this content does not allow it to be displayed in a frame."

Resolution

Issue may be caused by Clickjacking protection in Tableau Server, you can read bout it here http://kb.tableau.com/articles/knowledgebase/clickjacking-protection. Disabling Clickjacking protection can fix the issue.

You need to follow Step 2 from article http://kb.tableau.com/articles/issue/error-this-content-cannot-be-displayed-in-a-frame:

1. On the computer running Tableau Server, open the command prompt as an administrator.

2. Navigate to the Tableau Server bin directory:

```
cd "C:\Program Files\Tableau\Tableau Server\<version>\bin"
```

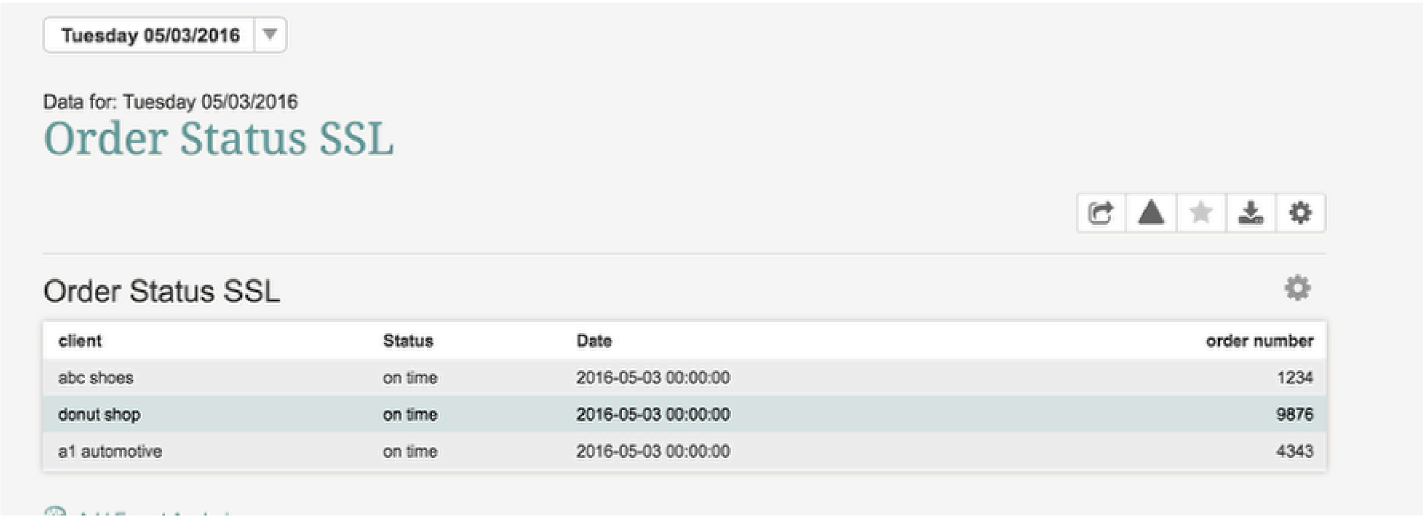
3. Run the following commands, in order:

```
tabadmin stop
tabadmin set wgserver.clickjack_defense.enabled false
tabadmin config
tabadmin start
```

How To Create a Change Report for Text Fields ~ Change in Order Status

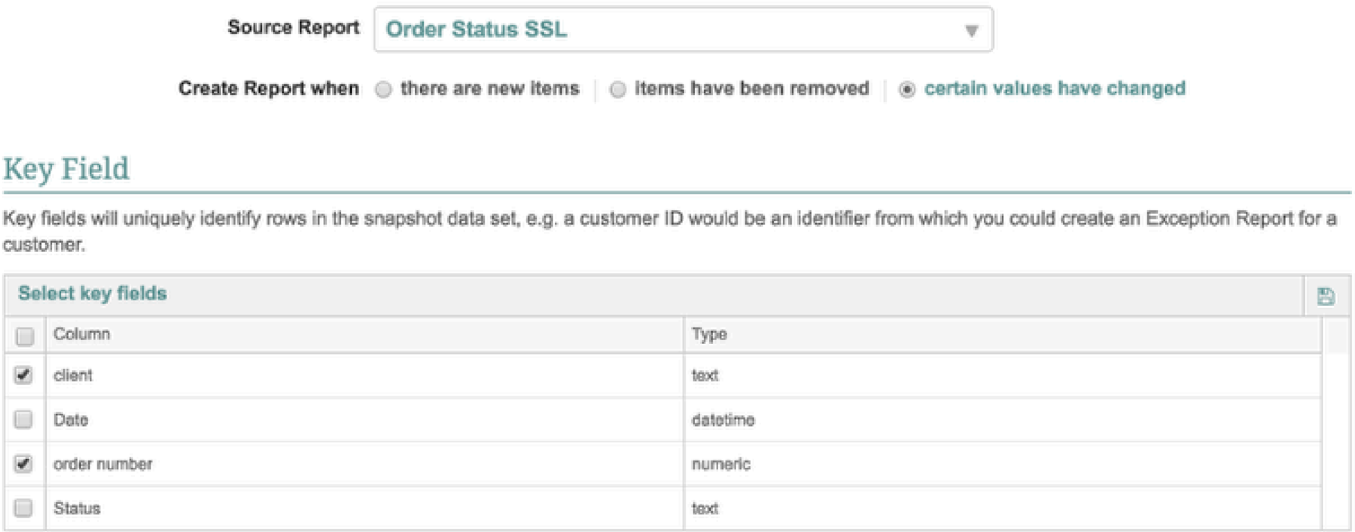
This is an example of how to create a change report to show you only items that have changed from the last report. In this case a client's order goes from 'on time' to 'at risk.'

Here is my Report of Orders with Status



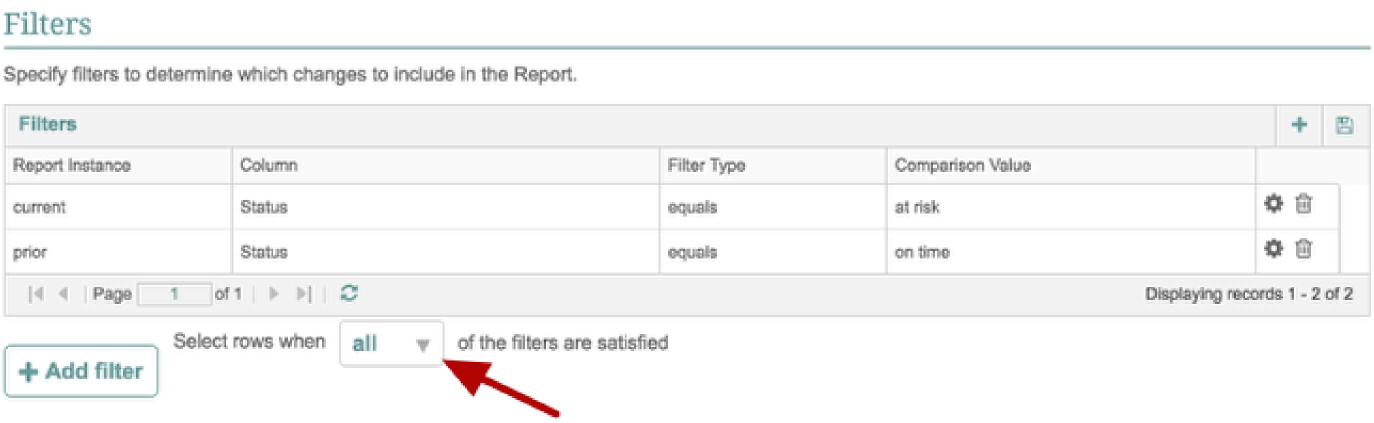
I have orders from three clients on 5/3. I want to know if any of them go from 'on time' to 'at risk'. This report 'keeps history' each day (also called a snapshot report).

Creating the Change Report Setting - Key Value



The 'client' and 'order number' fields identify unique values (customer orders). (This is creating the primary key for DB folks.)

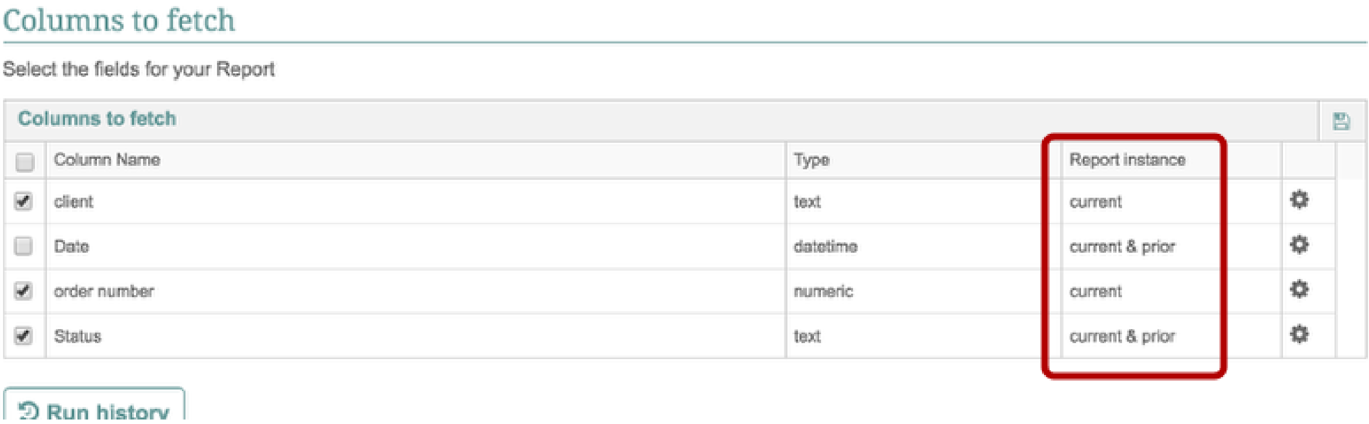
Filter Logic -- Choose what column to look for changes (on time --> at risk)



You need two filters: one for the prior report's status column to equal 'on time', and the second filter to look at the current report's status column for 'at risk.'

Make sure 'Select rows when ALL of the filters are satisfied. This is the 'AND' condition for the filter. Otherwise it will be an 'OR' statement.

Columns to Show on change Report



Columns to fetch

Select the fields for your Report

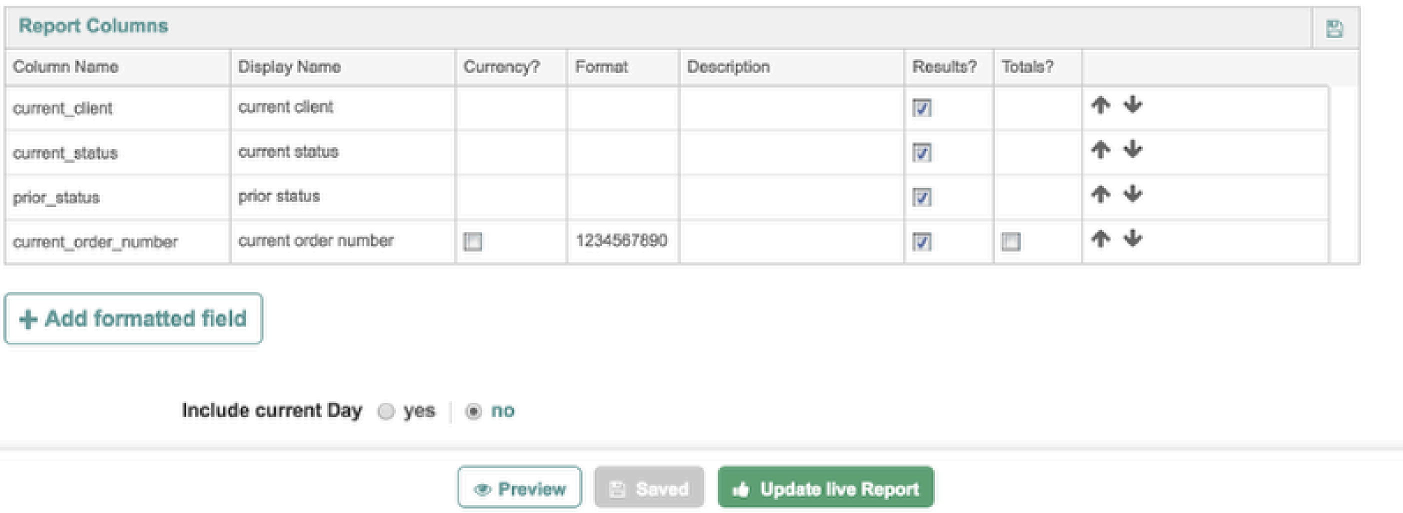
Columns to fetch

	Column Name	Type	Report instance
☑	client	text	current
☐	Date	datetime	current & prior
☑	order number	numeric	current
☑	Status	text	current & prior

Run history

I only need to see the Client, Order number, and Status on my Change Report. I choose to only show the current and prior value for the 'status' column since I know the client and order number will be the same on both reports (they are my key fields!).

Format Columns (Optional)



Report Columns

Column Name	Display Name	Currency?	Format	Description	Results?	Totals?
current_client	current client				☑	
current_status	current status				☑	
prior_status	prior status				☑	
current_order_number	current order number	☐	1234567890		☑	☐

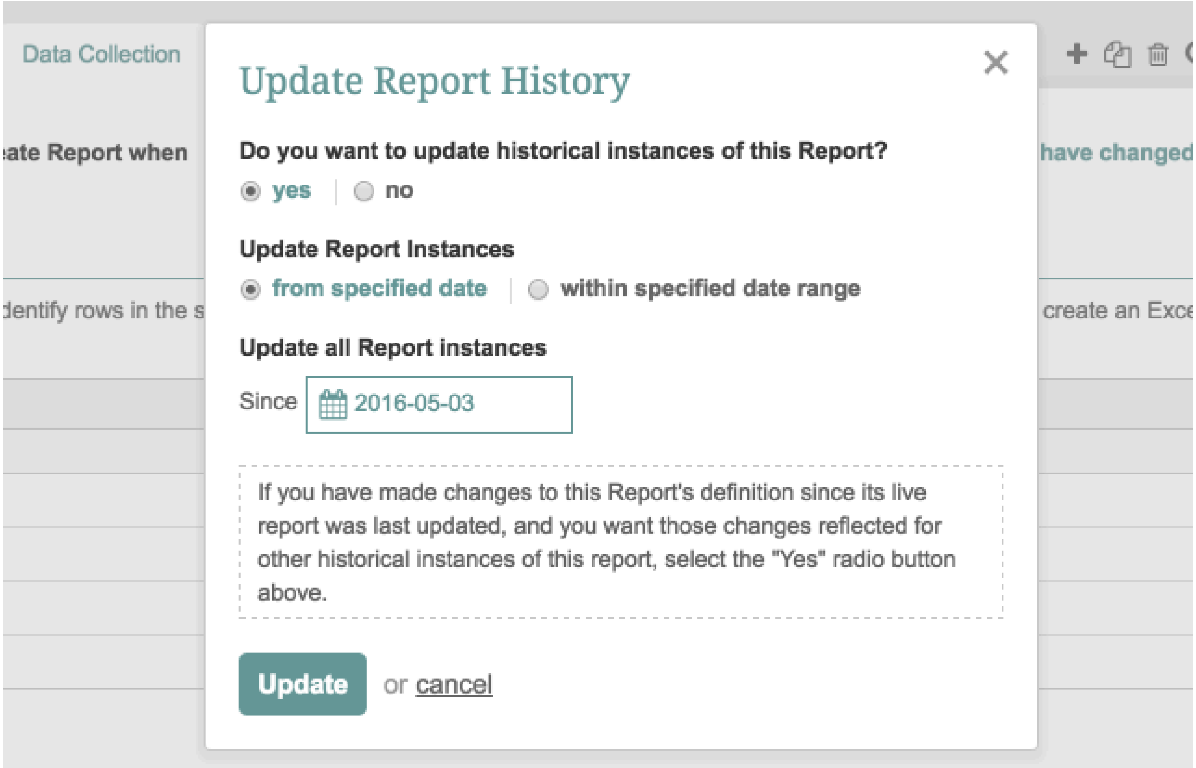
+ Add formatted field

Include current Day ○ yes | ◉ no

Preview | Saved | Update live Report

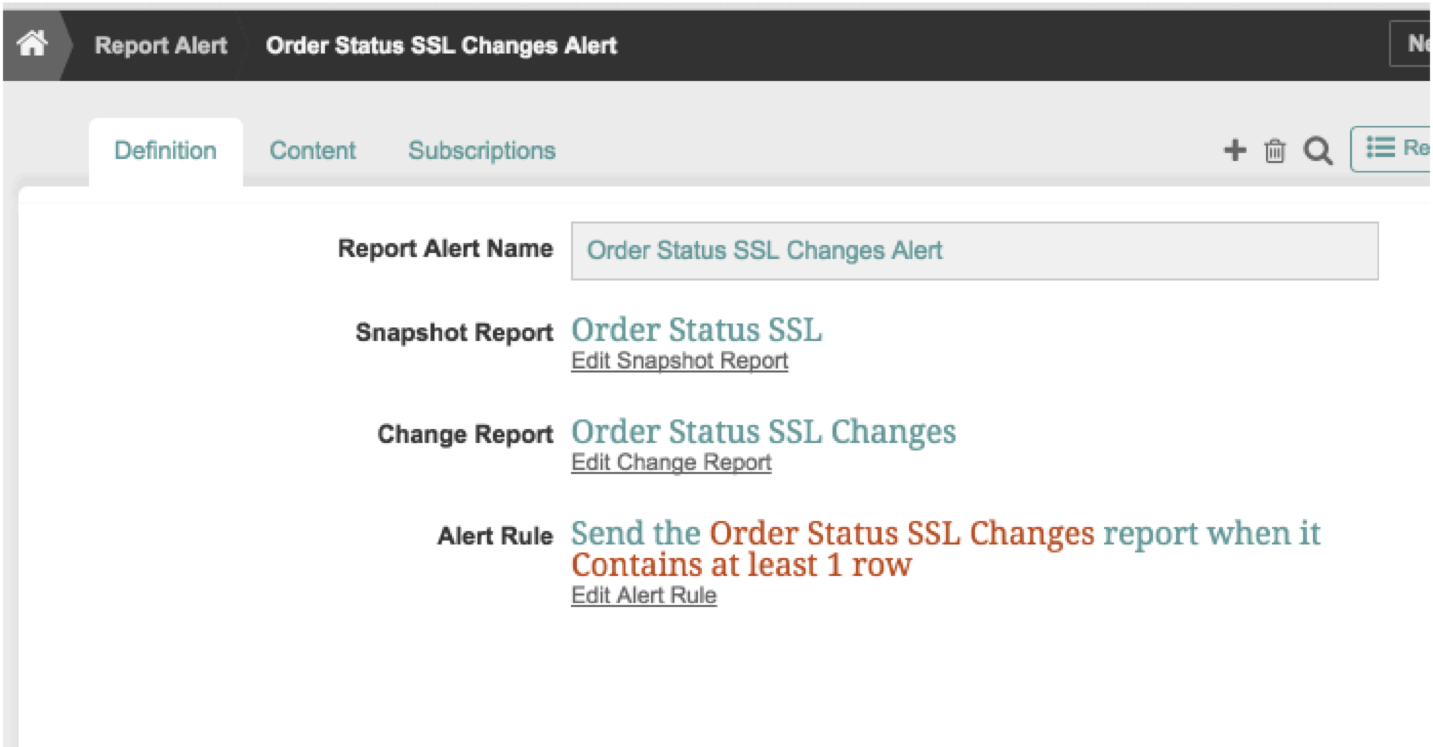
I change the format of the current order number so that the number doesn't have a comma in it (1,234 vs 1234).

Load data into Change Report (Update live Report)



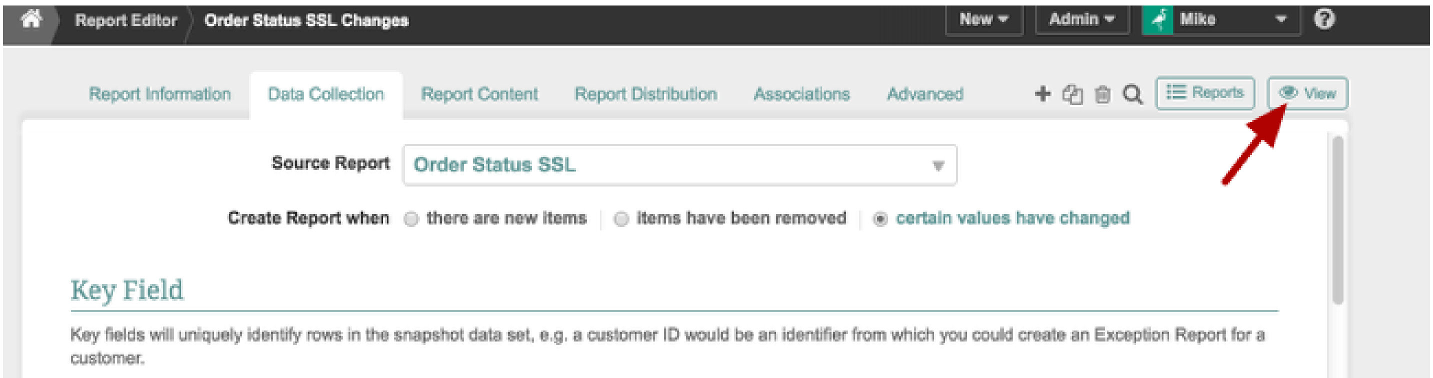
I want to look for changes from 5/3 forward.

Change Report Editor

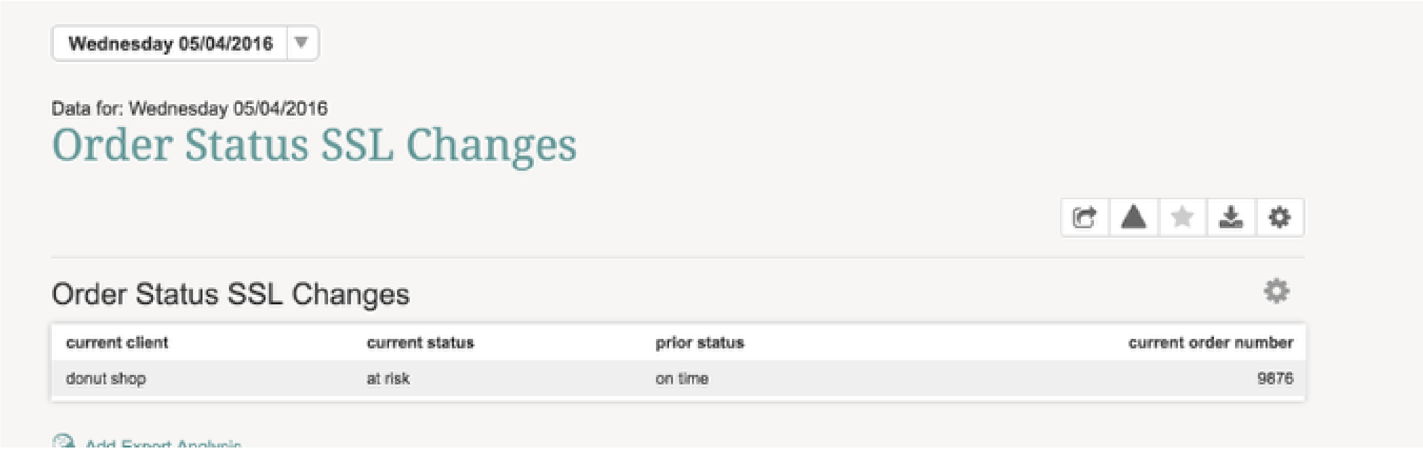


Use the 'edit snapshot report' to go to the underlying report and the 'edit change report' to view/modify settings on this change report. You can also click this link and then click the 'View' button to see the report (otherwise you will get it via email on the next change).

View Change Report



Changes


Wednesday 05/04/2016
Data for: Wednesday 05/04/2016
Order Status SSL Changes
Order Status SSL Changes
current client
current status
prior status
current order number
donut shop
at risk
on time
9876

How to Alert when a Tableau Extract Fails

Create a view in Tableau to show Failures

Create a view in Tableau that pulls in data from Tableau's database.

Here are instructions on how to setup a connection to the database:

https://onlinehelp.tableau.com/current/server/en-us/adminview_postgres_connect.htm

Once your connection is established, query the _background_tasks table. The column "finish_code" will have 0 or 1. 1 means "fail."

Here is a sample query to use in a view:

SELECT title, subtitle, notes FROM _background_tasks WHERE finish_code = 1 AND job_name = 'Refresh Extracts'

This will provide you with all failed extract refreshes and why they failed. Take a look at the _background_tasks table to see what other information you can pull from it, including site, when it was created, when it finished, etc.

Pull data into Metric Insights to trigger the Alert

Now that you have the information available to alert on, create an alert in Metric Insights. If your view doesn't have a time-series, you will need to have Metric Insights 'snapshot' the data--add a date column when it is collected.

The alert rule would be against a 'fixed value' where the value is more than 0.