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Psiterra | Knowledge Base Article

Reports – Data Not Current in Business Intelligence Reports Issue:

The data from a Business Intelligence report is not current compared to what is in Siterra.

Cause:

Business Intelligence reports are generated using data from the Data Warehouse. The Data Warehouse is a separate database from Siterra. The Data Warehouse refreshes from Siterra at approximately 90 minute intervals, although the timing can vary based on server load.

The most likely cause is that the Data Warehouse has not refreshed since the data was entered into Siterra.

Resolution:

Before running a report, check when the last Data Warehouse refresh was.

1. Click on Reports (1) and select Business Intelligence (2). The time of the last refresh will show up in the breadcrumbs.

My Siterra Browse Leases Directory Libraries		 Jump to Property
🏠 My Siterra	🖪 Business Intelligence 🔽	

2. The red box area shows when the last data was added to the Data Warehouse.

My Siterra Browse Leases Directory Libraries Reports Tools Admin		 Jump to Property
Reports » Business Intelligence	DW Refreshed On 06/16/2014 06:02 AM (Data as of 06/16/2014 05:56 AM)	

- 3. To re-check if the data has been updated, wait one to two hours and then re-launch Business Intelligence.
- 4. Once the refresh is complete, the report can be re-run with the most current data.

There are several techniques that can be used to avoid having to worry about refresh schedules.

- 1. Be sure to enter data into Siterra several hours before it will be needed for a report.
- If data must be entered late in the day, the report(s) can be scheduled to run overnight. The completed report(s) can be delivered by email, or stored in the user's History List. Since overnight reports run after midnight, there will be sufficient time for the data to replace to the Data Warehouse.