

### **Data Warehouse Overview**

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#### Resolver® Data Warehouse Basics

- You can store up to 200 fields, formula values, and roles per object type.
- Data is updated every two to five minutes, depending on the data load.
- It may take 30 minutes or more following initial activation before the Data Warehouse is fully functional. Additionally, significant changes to your organization (e.g., a data import) can take 30 minutes or more to transfer successfully.

# BI Tool Requirements for Connecting to our Data Warehouse

- TLS 1.2 is the minimum version for BI tool connectivity to our Data Warehouse. Some BI tools may have additional requirements.
- If you have trouble connecting to the Data Warehouse, contact your IT department to allow outbound connections on TCP port 5432.

#### **Core Data Warehouse Limitations**

- Rich Text Fields store previews of the first 500 characters added to the field.
- If you need to make any field, formula or object name changes, a manual update in the
  Data Warehouse tool is required to reflect these changes. However, amendments of this
  nature may negatively affect your BI reports:
  - You will need to update existing table names, fields, and relationships in your existing data sets and reports in your BI tool.
  - Changes to data will only show from when your Data Warehouse was reset.
- The Data Warehouse feature does not:
  - Record object changes from one state to another
  - Store attachments (image or file) or text formatting (markdown or rich text)
  - Transfer role permissions. Any user accessing the BI tool can view object data.
     Otherwise, their role permissions would restrict
  - Automatically transfer field, formula, or object type name changes into the Data
     Warehouse. A manual update in the tool is required to reflect these changes but note
     that amendments of this nature may negatively affect your BI reports

## **Troubleshooting Tips**



- If your organization was recently imported into Resolver, wait a minimum of 30 minutes before transferring data into the Data Warehouse.
- The statement timeout is 60 seconds. If you see the message ERROR: canceling statement due to statement timeout, you may need to limit how much data you pull out
- Data Warehouse does not store passwords in Resolver. If you lose the original password, you must create a new BI tool password.
- If the user account that created the original BI tool password is deleted, disabled, or lost, you must create a new BI tool password.

## **FAQs**

• Please refer to the Resolver Data Warehouse FAQ article for further information.