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. 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.
- It is recommended that an SSL (Secure Sockets Layer) Protocol is used when connecting to the data warehouse.

Core Data Warehouse Limitations

- Rich Text Fields store previews of the first 500 characters added to the field.
- Field, formula, or object type changes made in Core will not automatically transfer to your Data Warehouse, as this will break existing BI reports. 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 on 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 all object data.
    - 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, 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 the amount of 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.