

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.
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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.
 - Contact [Resolver Support](#) for assistance if a connection to the BI tool fails due to a certificate error.
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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 set to 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 passwords are not stored in Core. Another password must be generated if you need to log into the BI tool, but you have misplaced the original password, another password must be generated.
 - If the user account that generated the password entered into the BI tool is deleted, disabled, or loses its admin privileges, the current Data Warehouse session will be terminated. A new password must be generated from a different admin account and entered into the tool.
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Core Data Warehouse Limitations

- Rich Text Fields only store a preview 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:

- Previous names of tables, fields and relationships will not work in your existing data sets and reports and will need to be updated in your BI tool.
 - Historical data tables will be reset, so changes to data will only show from when your Data Warehouse was reset and onwards.
 - The Data Warehouse feature does not:
 - Record objects' 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.
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FAQs

- Please refer to the [Resolver Data Warehouse FAQ](#) article for further information.