

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.
- 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.
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FAQs

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