

NCXCloud

- Frequent Asked Questions
 - Known Issues & Work Arounds
 - Tips
-
- My report is not printing/downloading completely, even though I am asking for all the lines. **Page 2**
 - I received a message “No document loaded“ on a report that I normally access. **Page 3**
 - I cannot see the searching screen. **Page 4**
 - I am creating a Content View or an Extract, but the report is showing a blank page. **Page 5-6**
 - I am creating a new Content View, but I received an error saying that the name must be unique. **Page 7-8**
 - I clicked on a report and receive the error message “Failed to open the document because there is no text available with the security rules applied”. **Page 9**

My report is not printing/downloading completely, even though I am asking for all lines.

Specially on indexed reports, some users are experiencing that the output has some missing information. We have a problem opened with the vendor, Meanwhile, the work around is to put 0(zero) on the max pages (see screen below). This will insure that all information will be printer/downloaded.

The screenshot shows a web application interface with a 'Download Range' dialog box open. The dialog box has the following fields and text:

- Start Page:** 1 (dropdown menu)
- Max Pages:** 0 (dropdown menu, circled in red)
- Text:** "This is the first page to be downloaded." and "This is the maximum number of pages to be downloaded. It must be between 0 and 14. If it is 0, the server's max pages is used."
- Buttons:** DOWNLOAD and CANCEL

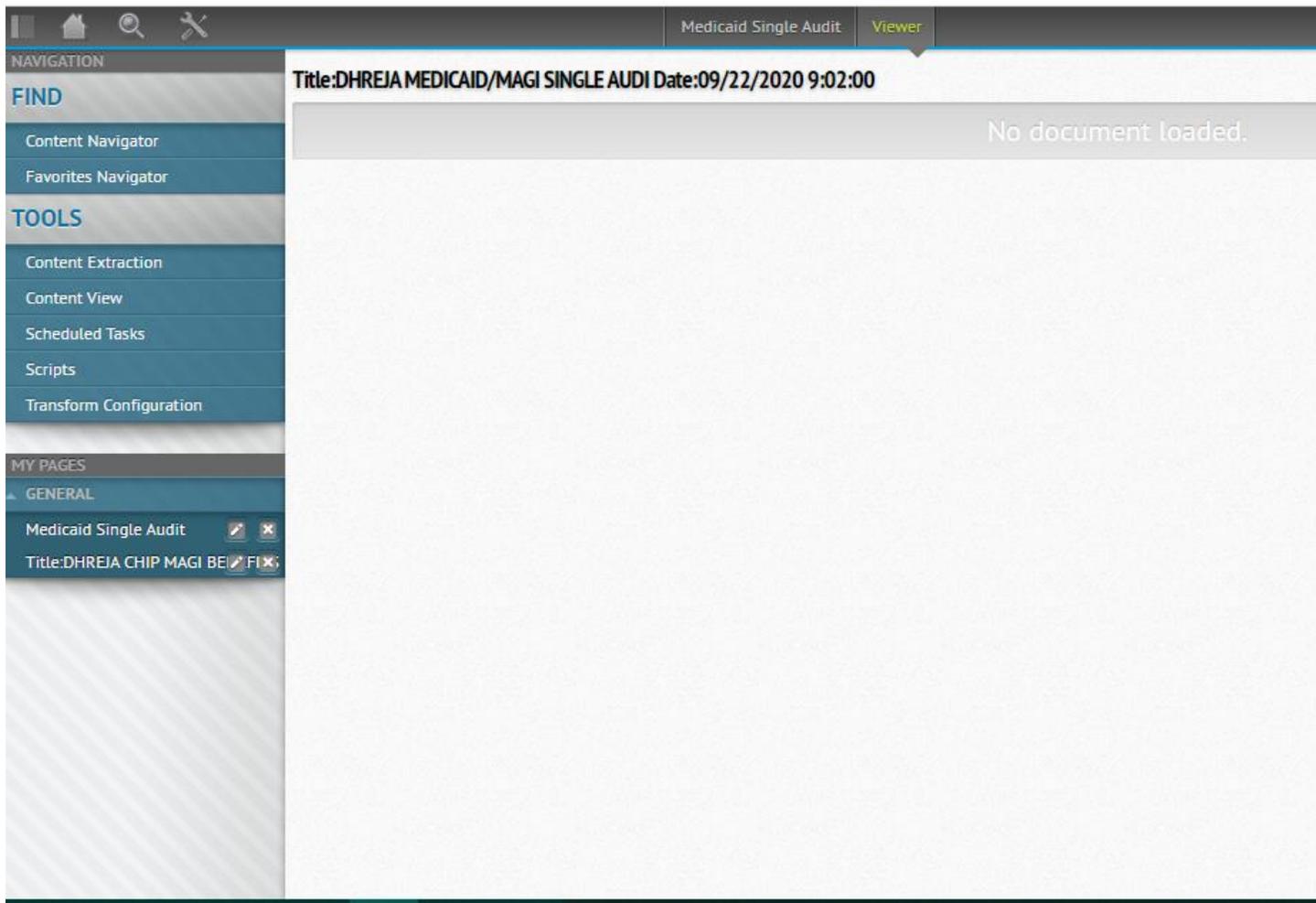
The background shows a table with the following columns: 07/09/2020, 01file, LOGIN STATISTIC. The table contains several rows of data with columns for TSO ID, LOGIN NUMBER, and LOGIN TIME.

07/09/2020	01file	LOGIN STATISTIC
	TSO ID	LOGIN NUMBER LOGIN TIME
	ts22203	222150 2220015556
	ts01s00	222150 2222221556
	ts63u23	222030 2222220986
	ts10i05	222002 2222220087
	ts23s59	003233 2220023987
	ts63u20	222150 2220015556 222004-
	ts01s00	222150 2222221556 222004-
	ts63u23	222030 2222220986 222002-
	ts10i05	222002 2222220087 222222
	ts23s59	003233 2220023987 222009
	ts63u20	222150 2220015556 222004
	ts01s00	222150 2222221556 222004

I received a message “No document loaded“ on a report that I normally access.

If you get this message on a report that you normally use, it might be that for this particular version there is no information associated with your Agency, Department, County, etc. These are indexed reports and the index is used to present just the information pertinent to this particular user. So, if a county does not have any data in a particular version of the report, then the message will be issued.

Here is an example:



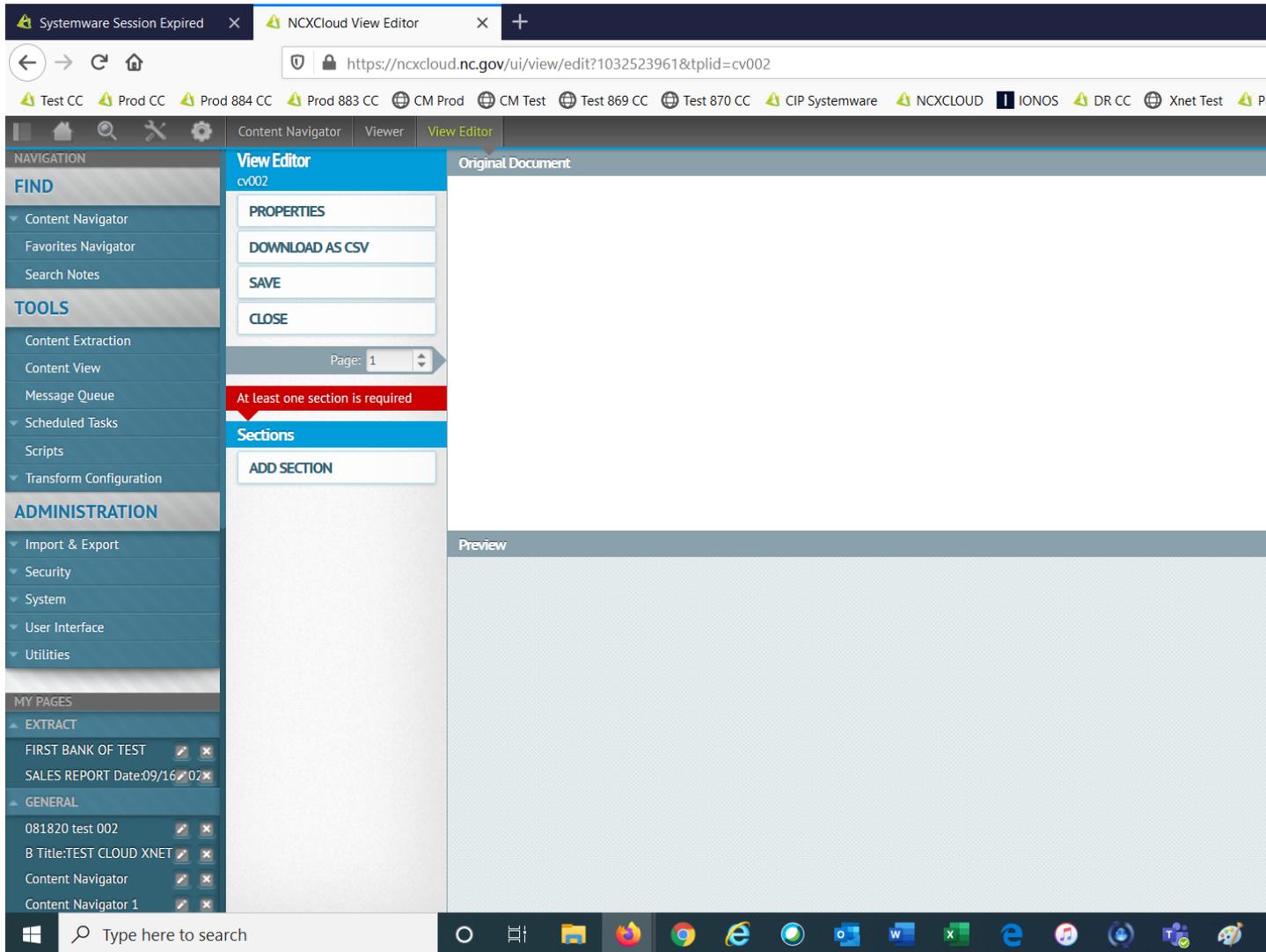
I cannot see the searching screen

This is simple, if you click on the “+” (plus) sign alone, the searching screen will not be displayed. You have to click on the word itself, “Navigation”, “NCXCloud”, then the search screen will show for you.

I am creating a Content View or an Extract, but the report is showing a blank page.

You create a new Content View or Extract and the first screen that pops up is blank, like the screen below, for now, just go to page two and the report will show for you, see the second screen. We have this issue opened with the vendor and we are waiting for a solution. Meanwhile you can use this work around.

Shows a blank page under “Original Document”.



Changing Page to 2 brings the report under “Original Document”.

The screenshot shows the NCXCloud View Editor interface. The browser address bar displays the URL: <https://ncxcloud.nc.gov/ui/view/edit?1032523961&tplid=cv002>. The interface includes a navigation sidebar on the left with sections for FIND, TOOLS, ADMINISTRATION, and MY PAGES. The main content area is titled "View Editor" and shows a report titled "Original Document" for "cv002". The report header includes the date "07/09/2020" and the filename "01file LOGIN STATISTICS03202020". The report table has the following columns: TSO ID, LOGIN NUMBER, LOGIN TIME, and RACF VIOLATIONS. The table contains several rows of data. A red circle highlights the "Page: 2" dropdown menu, and a red arrow points to it. Below the dropdown, a red error message states "At least one section is required".

TSO ID	LOGIN NUMBER	LOGIN TIME	RACF VIOLATIONS
ts22203	222150	2220015556	222004-
ts01s00	222150	2222221556	222004-
ts63u23	222030	2222220986	222002-
ts10i05	222002	2222220087	222222-
ts23s59	003233	2220023987	222009-
ts63u20	222150	2220015556	222004-

I am creating a new Content View, but I received an error saying that the name must be unique.

You try to create a new Content View and get the message on the screen below. We are working with the vendor to allow multiple names across users. What is happening is that another user created a Content View with this name. The Solution for now is changing to a new name, by adding more information to the name, in the second screen, I added "001" to make the name unique.

The screenshot shows the NCXCloud Navigation interface. A 'Create Content View' dialog box is open, displaying the following fields and values:

- Content View Type: Text View
- Content View ID: test cv lines prod
- Category: test cv lines prod
- For Resource: Document (/SIP/FSH/TS01)
- Start Page: 1
- Max Pages: 5

An error message is displayed: "The Content View ID must be unique".

The background interface shows a table with columns: 07/09/2020, 01file, LOGIN, TSO ID, LOGIN NUMBER, and a grid of data.

07/09/2020	01file	LOGIN	TSO ID	LOGIN NUMBER		
			ts22203	222150		
			ts01s00	222150		
			ts63u23	222030		
			ts10i05	222002		
			ts23s59	003233		
			ts63u20	222150		
			ts01s00	222150		
			ts63u23	222030		
			ts10i05	222002	222220087	222222
			ts23s59	003233	2220023987	222009
			ts63u20	222150	2220015556	222004
			ts01s00	222150	2222221556	222004

Add "001" creates a unique name.

Systemware Session Expired x Title:TEST CLOUD XNET 1 Date: X NCXCloud Navigation x +

https://ncxcloud.nc.gov/ui/viewer?1032523960

Test CC Prod CC Prod 884 CC Prod 883 CC CM Prod CM Test Test 869 CC Test 870 CC CIP Systemware NCXCLOUD IONOS DR CC Xnet T

Content Navigator Viewer

NAVIGATION

FIND

- Content Navigator
- Favorites Navigator
- Search Notes

TOOLS

- Content Extraction
- Content View
- Message Queue
- Scheduled Tasks
- Scripts
- Transform Configuration

ADMINISTRATION

- Import & Export
- Security
- System
- User Interface
- Utilities

MY PAGES

- EXTRACT
 - FIRST BANK OF TEST
 - SALES REPORT Date:09/16/02
- GENERAL
 - 081820 test 002
 - B Title:TEST CLOUD XNET
 - Content Navigator
 - Content Navigator 1

Title:TEST CLOUD XNET 1 Date:09/01/2020 15:05:00

Zoom: 100%

07/09/2020 01file LOGIN

TSO ID	LOGIN NUMBER			
ts22203	222150			
ts01s00	222150			
ts63u23	222030			
ts10i05	222002			
ts23s59	003233			
ts63u20	222150			
ts01s00	222150			
ts63u23	222030			
ts10i05	222002	2222220087	222222	
ts23s59	003233	2220023987	222009	
ts63u20	222150	2220015556	222004	
ts01s00	222150	2222221556	222004	

Create Content View

- Content View Type: Text View
- Content View ID: test cv lines prod 001 ✓ OK
- Category:
- For Resource: Document (/SIP/FSH/TS01)
- Start Page: 1
- This is the first page to be included in the sample file.
- Max Pages: 5
- This is the maximum number of pages to be included in the sample file. If it is 0, the server's max pages is used.

CREATE CANCEL

Type here to search

I clicked on a report and received the error message “Failed to open the document because there is no text available with the security rules applied”.

In this case, the user does not have the proper authority to access this report, so the user needs to contact the agency to add this report to his RACF ID. DIT cannot authorize an user to access a report, only the agency that owns the report has the authority to do it.

