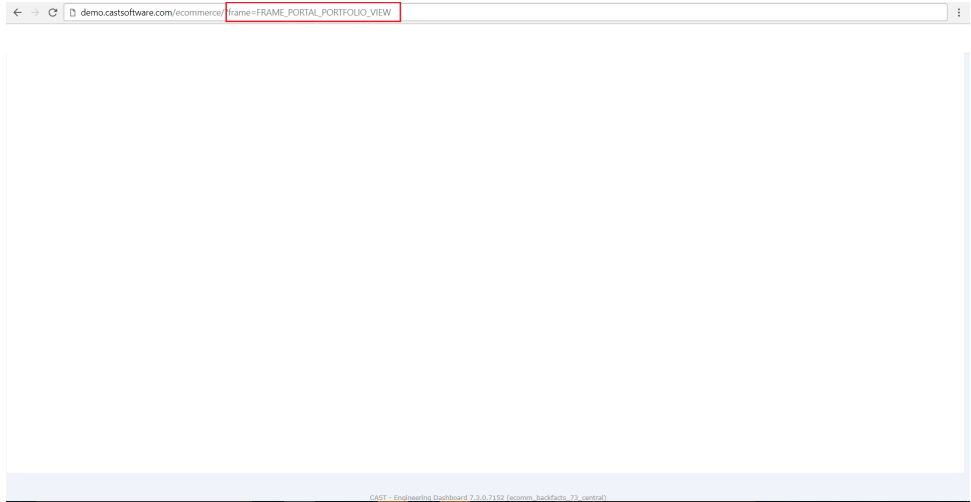


CAST Engineering Dashboard - Views - Empty or blank view

Purpose

This page helps you to troubleshoot issues where the entire view is blank or empty without any display.



Observed in CAST AIP

Release	Yes/No
8.3.x	✓

Observed on RDBMS

RDBMS	Yes/No
CSS	✓

Action Plan

1. If you have a problem of No items to show then please see [CAST Engineering Dashboard - List of XXX - No items to show](#)
2. If you have a problem with display of graphs then please follow the page - [CAST Engineering Dashboard - Graphs](#)
If you are not in the above cases the please follow the below steps -
3. Select the section you are interested in.
 - [CAST Engineering Dashboard - Views - Empty or blank view - FRAME_PORTAL_DEVELOPMENT_VIEW](#)
 - [CAST Engineering Dashboard - Views - Empty or blank view - FRAME_PORTAL_HOME_PAGE](#)
 - [CAST Engineering Dashboard - Views - Empty or blank view - FRAME_PORTAL_PORTFOLIO_VIEW](#)

If the problem you are facing does not match any case listed above then goto next step

4. Check if TQI is calculated for the application by running the below query on the Central Database -

```
select T.NEXT_OBJECT_ID, (select X.METRIC_NUM_VALUE from DSS_METRIC_RESULTS X
where X.SNAPSHOT_ID = <SNAPSHOT_ID>
and X.METRIC_ID = 60017
and X.METRIC_VALUE_INDEX = 0
and X.OBJECT_ID = T.NEXT_OBJECT_ID ),
(select Y.METRIC_NUM_VALUE from DSS_METRIC_RESULTS Y where Y.SNAPSHOT_ID = 1 and Y.METRIC_ID = 10151
and Y.METRIC_VALUE_INDEX = 1 and Y.OBJECT_ID = T.NEXT_OBJECT_ID),
(select Z.METRIC_NUM_VALUE from DSS_METRIC_RESULTS Z where Z.SNAPSHOT_ID = 1 and Z.METRIC_ID = 10152
and Z.METRIC_VALUE_INDEX = 1 and Z.OBJECT_ID = T.NEXT_OBJECT_ID )
from (select NEXT_OBJECT_ID from DSS_LINKS
where PREVIOUS_OBJECT_ID IN (<APPLICATION_ID>) and LINK_TYPE_ID = 1) T order by 2
```

You can get the application_ID from the page - [SQL Queries - CAST Central Base - Queries on applications - How to get the ID of the application](#)

You can get the application_ID from the page - [SQL Queries - CAST Central Base - Queries on snapshots - How to get the ID and name of a snapshot for a given application](#)

- a. If the query does not return any results then check if there are objects in the module content overview -
 - i. If there are no objects then go to the page [CMS Application - Modules - Incorrect module content - Missing objects](#)
 - ii. If there are objects then take an example object and check if you are expecting any rule to be violated on the object and follow the page - [CAST Engineering Dashboard - Quality rule - Missing Quality Rule](#)
 - b. If the query returns results then please contact [CAST Technical Support](#) and provide the below **Relevant input**:
5. If your problem is not sorted by following the above steps then please contact [CAST Technical Support](#) and provide the below **Relevant input**:

For CAST Technical Support Only - This page will be followed - [CAST Engineering Dashboard - Information - How to identify and execute SQL query involved in data display](#)

Relevant input

- [CAST Support Tool \(CST\) - alias Sherlock](#) export with the following options **CAST Bases Checker, Export Logs, Export Configuration files, Export Computer Environment, Export CAST Bases** with Management Base, Knowledge Base, Central base
- Complete screenshot of the dashboard with URL and footer showing your problem

Notes/comments

Related Pages