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Learning Data Analytics Made Easy

Error Troubleshoot Guide

ERROR MESSAGE

Users sometimes encounter an error after uploading the data. Please follow the steps given in the table below If you encounter the below error message.
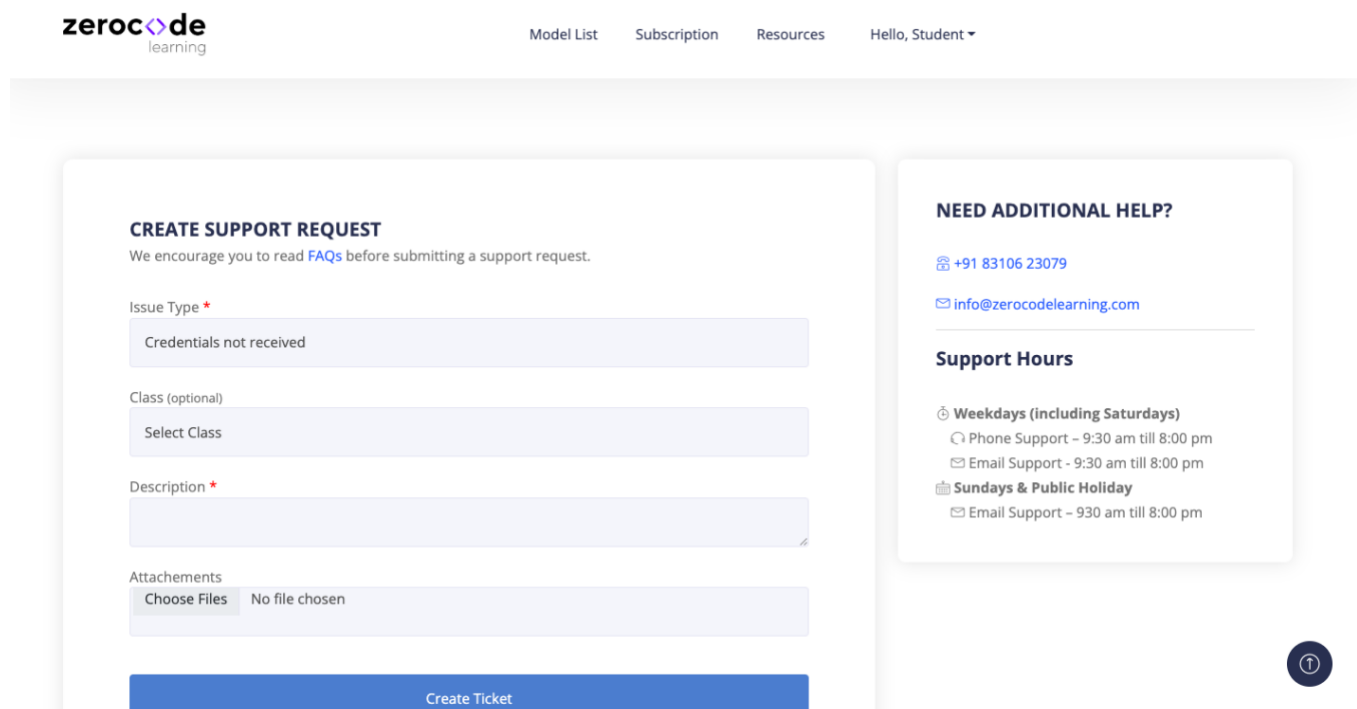"An error has occurred. Check your logs or contact the app author for clarification."

This error can occur due to various reasons. The steps below must help you to resolve the issues quickly.

STEPS TO TROUBLESHOOT ERROR

Problem	Solution
Get Error - "An error has occurred. Check your logs or contact the app author for clarification."	**Step 1:** Please check the data file being uploaded is in CSV format. The app will give an error if data is in a format different from the one mentioned in the app right above the 'browse' field. Please refer to the guide on data upload for more detail. The data upload file can be downloaded from the below link. https://www.zerocodelearning.com/download-section
	Step 2: Please check the data summary tab after the data upload is complete. You can check the columns and rows of uploaded data under the summary. Please see if there is any unnecessary column or rows. Please open the data file and remove an unnecessary column or row of there.
	Step 3 : Please check the data file for the unique ID in the first column of your data. Many apps expect the data file to have a unique ID for each row.
	Step 4 : In most of the apps, a button 'Apply Changes' is provided in different tabs. Please click on this button each time you upload the data or change the settings.

The above steps should help you to resolve the issue quickly. In case of the problem still persists, please report the issue by submitting the request in Create Ticket utility. You can access the 'Create Ticket' dialog from here. https://www.zerocodelearning.com/manage-tickets.

You may also reach out to us at info@zerocodelearning.com if the above steps do not help.