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Real-time Reporting with Pulse

Widget Errors

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Error-handling in Genesys Pulse. In most cases users have to contact Genesys Pulse Administrators to resolve these errors.

Related documentation:

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Genesys Pulse Collector Errors via Snapshot

This subset of errors is provided by Genesys Pulse Collector via Snapshots. These kinds of errors are handled for each GET/snapshot request.

Error Code in Snapshot	Message in Widget	Suggested Resolution
504	Data is too old. Make sure that Genesys Pulse Collector is running.	Make sure that Genesys Pulse Collector, connected to Genesys Pulse, is running and writes snapshots. Make sure that Genesys Pulse can read snapshot files (the access to snapshots folder is not restricted; Genesys Pulse is configured to use WebDAV properly if Genesys Pulse Collector is installed on a remote host).
849	Group by Column %c is not specified in definition of Statistical Type.	Make sure that the Group By Column is defined properly in the statistic definition in Widget Template, which is used for the widget, and in the application options of Stat Server, to which Genesys Pulse Collector is connected.
854	Group by Column %c is missing in definition of statistic %s.	
996	No connection to the Stat Server.	Make sure that Stat Server, to which Genesys Pulse Collector is connected, is running and Stat Server host is available.
803	Statistic alias %s is invalid.	Make sure that statistics definitions are correct in the Widget Template, which is used for this widget.
984, 997, 998	Statistic request failed.	Make sure that the Statistic Type is defined properly in the Widget template, which is used for this widget and in the application options of Stat Server, which is
985	Statistic requests are incomplete.	

Error Code in Snapshot	Message in Widget	Suggested Resolution
		connected to Genesys Pulse Collector. Make sure Stat Server is not overloaded.
972	The limit of %d objects for the widget is exceeded.	Reduce the number of objects, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-objects-per-layout.
960-963, 989, 990, 992-994	Unable to calculate [some] formula-based statistic %s.	Make sure that the formula-based statistic definition is correct in the Widget Template, which is used for this widget. For example, check aliases of statistics used in the formula; make sure statistics values, which the formula depends on, are available; the statistic definition does not contain infinite loops; functions are defined correctly.
968, 973, 991	Unable to calculate [some] formula-based statistic %s due to timeout.	
978, 979	Widget configuration is incorrect.	See other error messages in UI and snapshot to identify the reason.
836	Widget contains too many statistics. A maximum %d statistics are allowed.	Reduce the number of statistics, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-statistics-per-layout.
841	Widget contains too many groups. A maximum %d groups are allowed.	Reduce the number of groups, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-metagroups-per-layout.
843	Widget contains too many formula-based statistics. A maximum %d formula-based statistics are allowed.	Reduce the number of formula-based statistics, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-formulas-per-layout.

Where:

- %c is a group by column name
- %d is a decimal number.
- %s is a statistic alias.
- [some] means word "some" which is not shown when alias of the problematic statistic is known.
- Codes 978 and 979 are fatal errors, no data from a snapshot is shown.

HTTP Errors

This subset of errors is mapped from standard HTTP error codes. Handling of this kind of errors is performed for each HTTP request to Genesys Pulse. Please contact your Genesys Pulse Administrator to resolve these errors.

Code	Description
0	Could not connect to the server.
403	Access forbidden.
404	%item not found.
500	Internal server error.
503	Service unavailable.

Where an %item can be a widget, tab, template, and so on, which is not available in the Genesys Pulse Database.