Quantemplate

Building pipelines
Troubleshooting

Updated 23 November 2022
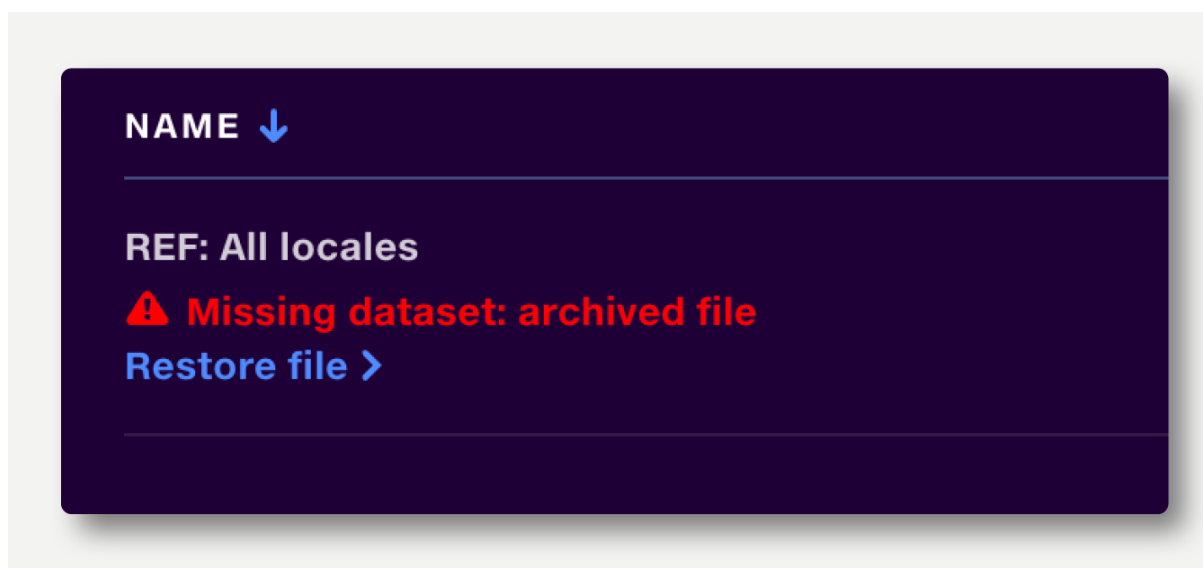
Support@quantemplate.com
help.quantemplate.com

Contents

Stages panel displays in red

Part of pipeline goes red

This is usually due to missing columns. A column may no longer be present in an input file, may have been removed from Map Column Headers or may have been renamed by another process.

Columns could also be missing because the dataset that they come from is no longer available to the pipeline, so it needs to be shared or unarchived. Check the reference dataset input tab and the error message in the stage itself.

Joins not picking up a reference dataset

If a reference dataset in a join was not present in the pipeline when it was opened, you may need to open the join stage to refresh it or re-add the datasets.

Whole pipeline goes red

Could be the above, or could be a missing dataset in an Automap Values at any point in the pipeline. This error can appear on trace, which can be resolved by clicking through to the Automap config. Has the reference dataset been archived? Check for duplicate reference datasets with the same name, that have been archived or are not shared.

Missing reference dataset shown in inputs tab but not in stage inputs

Reference datasets that are missing are not shown in the stage inputs. If an archived reference dataset needs to be removed from the pipeline, first unarchive it, then remove it from the pipeline stage inputs, then archive it again.
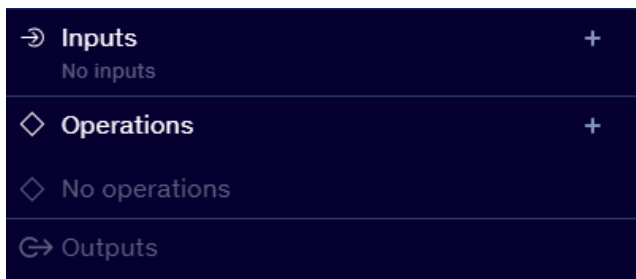
Outputs

Output Not Appearing, Missing Rows, or Missing Columns

Check the following:
- Verify the inputs to the stage are correct (A)
- Verify the outputs to the stage are turned on (B)
- Check map column headers or aggregate functions (C)
- Review remove rows logic (D)

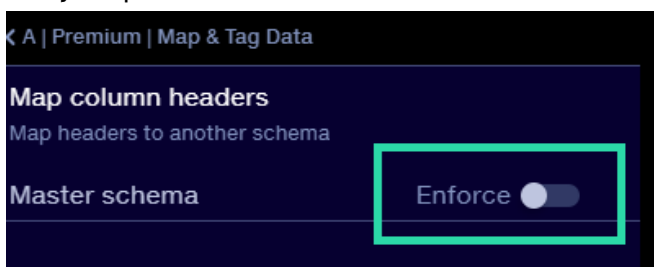A. Check to see that the stage has a valid input.
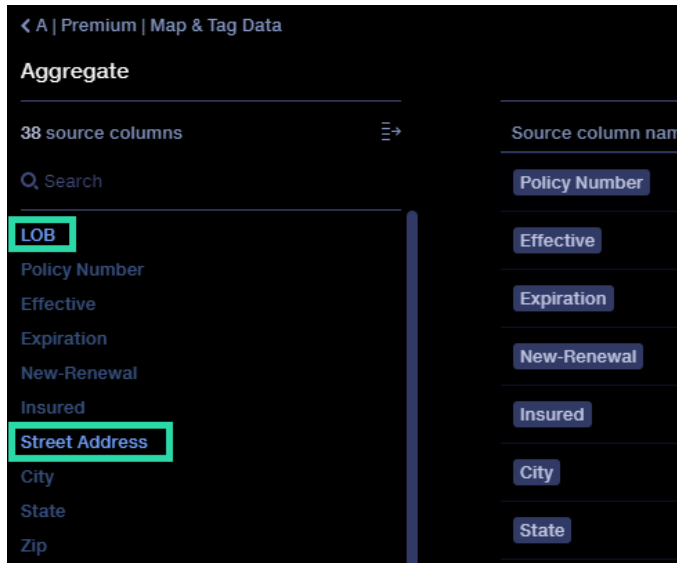

B. Verify the desired output is turned on

C. Verify map headers is enforced

Check that all desired headers are mapped

Review aggregate functions for unused columns. The columns highlighted below will not carry past the aggregate operation.

D. Check remove rows logic
   Review remove rows logic to ensure it is not inadvertently removing all rows.

Map Column Headers

Column order not carried through

If columns are reordered in the master schema, the reordering is not remembered until:
- A column is deleted from the master schema.
- A column is renamed in the master schema.

Workarounds:
1. Do any reordering of columns before renaming or deleting, or
2. Add a second Map Column Headers directly afterwards, no configuration of this second instance is required. Map Column Headers operations in subsequent stages relying on a specific column order may need to be re-added.

Joins

Join failing completely or on certain rows

Join points may not be identical, and may require basic text cleansing (TRIM, UPPER)

Row count is increasing unexpectedly

If a join results in duplicate rows, it is called a one-to-many join. That means that the join point from the left dataset was found multiple times in the right dataset, and all combinations have been returned. To resolve this, ensure no duplicate join points exist in the right dataset.

In certain instances with transactional data, there may be no way to avoid duplicate join points. An Aggregate operation can be used to compress the left dataset to the transaction type level, resulting in a one to one join.
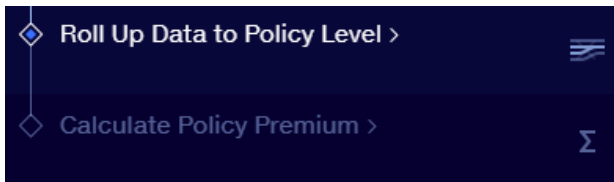
Calculations

Column name red when referenced or values not appearing in outputs

If a column name isn't appearing, check any upstream pipeline stages that contain Map Column Headers or Aggregate operations and verify the column is being properly mapped or included in the aggregation.

Stages that are highlighted in red indicate a trace error. No column names will appear until the trace error is resolved.

Make sure the operation is turned on.

'NaN' result

NaN stands for 'Not a Number'. This is the result of a numeric field being used in conjunction with a non-numeric field such as text, or a divide-by-zero error. Validations can be used to identify non-numeric fields (e.g. ISNUMBER(<value>)).

Pipeline Won't Run, Run failed or Technical Error

- **Run failed** The run failed due to invalid data (for example, trying to perform calculations on invalid dates) or invalid pipeline configuration. Refer to the run events for details.
- **Technical error** The run failed for technical reasons such as a platform error or loss of connectivity. Contact support@quantemplate.com if the problem persists.

Stage inputs behaviour after reordering stages

After reordering stages, it may be necessary to refresh the page to reset the stage input selector state, so that it picks up the correct inputs.

Unexpected UI behaviour

Try the following:
- Refresh the page.
- Clear the browser cache and refresh the page.
- Check Chrome version is up to date.
- Disable browser extensions.

Think You've Found a Bug?

Email support@quantemplate.com and describe the issue you are encountering as best you can.

- Is this a new issue? When did you first notice it?
- Do others experience the issue?
- Can you reproduce the issue consistently?
- What steps do you take to reproduce the issue?

These details will help the team to recreate and ultimately resolve the bug. Once we locate the root cause of the problem, we will keep you updated about our progress resolving the bug. If the bug is hampering progress, we will try to identify temporary workaround until a permanent solution is implemented.

We thank you for taking the time to report any bugs or anomalies to us!

Still Stuck?

If you cannot resolve your issue, please email support@quantemplate.com. Please provide details around what you are trying to achieve and why the output you are getting is not as expected. This will help us to identify the problem and recommend updates to solve it.

If you are sharing a pipeline for Quantemplate to review, please remember to share any other items required to troubleshoot the pipeline (i.e. dependent datasets from the data repo).