
U9KP7Q94 error in Analytics Dashboard

- **Product:** Alma
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Question

Selecting the "**Analytics**" link in Alma and clicking a **Dashboard** gives error:

```
Path not found (/shared/(your institution)/Reports/(your report name)/dashboard layout)
Error Details
Error Codes: U9KP7Q94
```

How to fix it?

Answer

1. Verify that the "type" of this object is correctly defined:
 1. Find the object in Analytics, see if it is saved as a Report or Dashboard (clue: look at the subdirectory name)
 2. Fix the "Type" in: Analytics Configuration Menu > Analytics Objects List

Otherwise, verify that the path as defined in the menu matches the path in Analytics.

Second source of issues:

Check that the report name has no special characters such as ampersand or parentheses.

IMPORTANT:

In order to test the change - it is needed to refresh the Alma home page: Click your logo (on upper-left side of the screen), and then click the "Analytics" link again, to view the report.

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