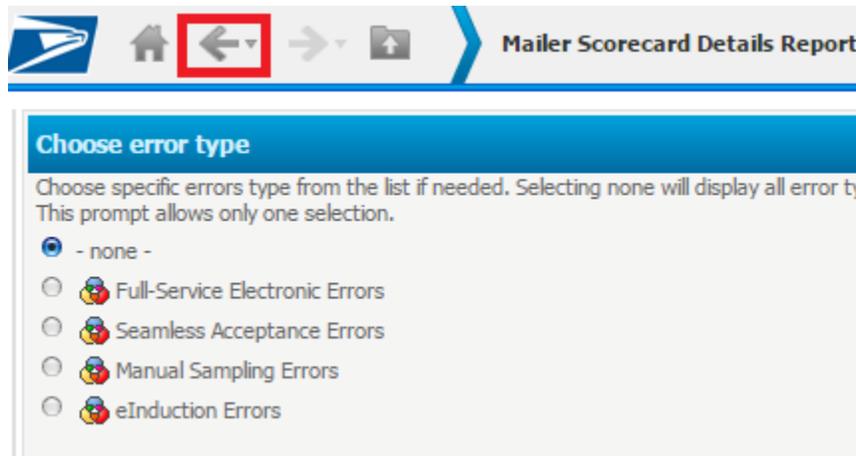


MicroStrategy Workarounds

ALM 5852: Users receive a “Job Expired” error message when selecting the back button after drilling from the Mailer Scorecard to the “View Errors by Error Type” prompt screen

Steps to reproduce

1. Run the Mailer Scorecard
2. Left click on any CRID to run the “View Errors by Error Type” drill report
3. Select the back arrow from the MicroStrategy toolbar rather than making a selection from the prompt.



4. A “Job Expired” message is displayed.

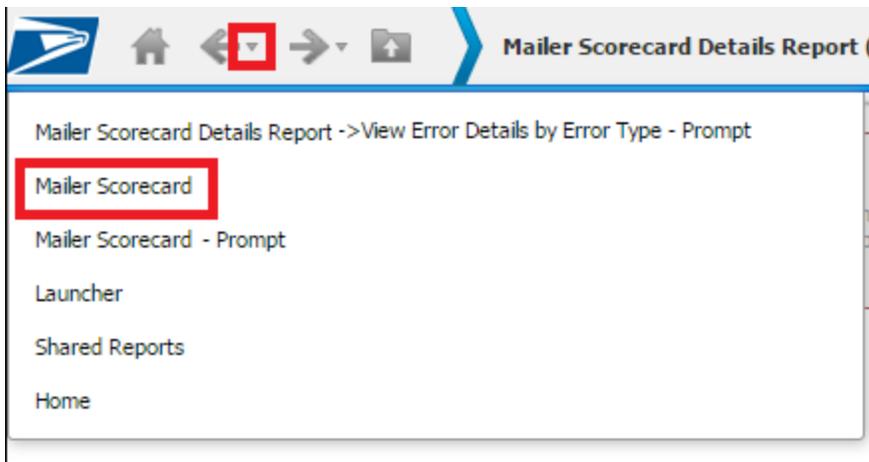
Job Expired

The results for this report are no longer available. Possible reasons are a) History List message results are unavailable, b) Insufficient privileges for executing multiple reports simultaneously, or c) the Working Set has reached the maximum number of reports.

Workaround

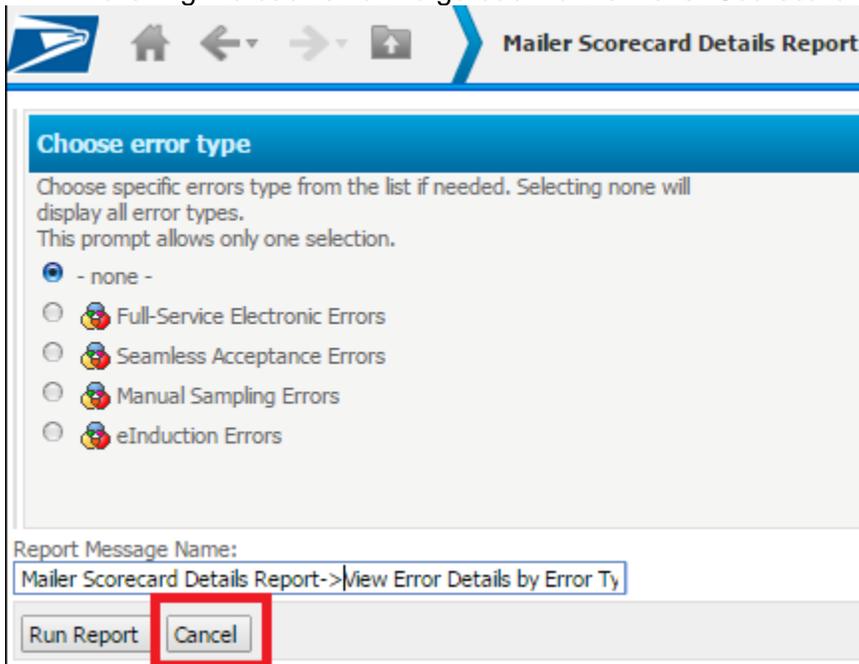
Option 1

1. From the “Job Expired” screen, click the dropdown button next to the back arrow in the MicroStrategy toolbar to see a list of previous reports. Select the second row option for “Mailer Scorecard” to go back to the scorecard.



Option 2

1. From the drill prompt screen, click the “Cancel” button in the lower left rather than clicking the back arrow to go back to the Mailer Scorecard.



ALM 5966: Extra characters included in document when exporting a report with error code tooltips

Steps to reproduce

1. Run the Mail Quality Error Type Report or drill to the View Error Details by Error Type report from the Mailer Scorecard
2. Export the report to PDF or Excel. Extra characters are included in the Error Type column of the exported document.

UNITED STATES POSTAL SERVICE®

Mailer Scorecard Details Report->View Error Details by Error Type

eDoc Submitter	Level	Error Type	Error Code	Th
4433945	SHAPIRO PERFECT MAILING COMPANY	Bundle	Nesting/Sortation	<abbr title="Error Type: Nesting/SortationError Source: eDoc VerificationError Level: BundleError/Warning: ErrorDescription: Bundle Piece Count Verification - Bundle does not meet the required piece minimum.Resolution Action: Ensure all Bundles have the minimum number of pieces required for the Mail Class/Processing Category/Container Level combination as defined in the DMM.>7833</abbr >

Workaround

1. In the MicroStrategy report, right click the "Error Code" column header, hover over the "Attribute Forms" option, then select the "ID" form to enable it.

Error Code	Threshold	# Errors
7833	Drill	280
E13		25
E29	Sort	67
E4		15
E8	Move	25
7861		12
E15	Filter On...	107
E7		60
7020	Keep on grid	2
7302		888
7841		349
7842	X Remove from Grid	654
7843		33
7845	Advanced formatting...	223
7847		10
M4003	Rename/Edit...	36
M7082	Attribute Forms	
M7083		
M7162		
7106	5.00%	
7107	5.00%	
7111	5.00%	
7112	5.00%	
7113	5.00%	
7114	5.00%	

- Right click the "Error Code" column header again, hover over the "Attribute Forms" option, then select the "Tooltip" form to disable it.

Error Code	Threshold
7833	2.00%
E13	5.00%
E29	5.00%
E4	5.00%
E8	5.00%
7861	2.00%
E15	10.00%
E7	3.00%
7020	10.00%
7302	2.00%
7841	2.00%
7842	2.00%
7843	2.00%
7845	2.00%
7847	2.00%
M4003	5.00%
M7082	
M7083	
M7162	
7106	7106
7107	7107
7111	7111
7112	7112
7113	7113

- Export the report to PDF or Excel. The error code now displays properly.



Mailer Scorecard Details Report->View Error
Details by Error Type

eDoc Submitter	Level	Error Type	Error Code	Threshold	# Errors
	Bundle	Nesting/Sortation	7833	2.00%	280
			E13	5.00%	25
		Entry Facility	E29	5.00%	67
			E4	5.00%	15
	Container		E8	5.00%	25
			7861	2.00%	12

Note: The steps in this workaround will need to be performed every time the report is run.