

Alibaba Cloud DataV

FAQ

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Generic conventions

Table -1: Style conventions

Style	Description	Example
	This warning information indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
	This warning information indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restore business.
	This indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: Take the necessary precautions to save exported data containing sensitive information.
	This indicates supplemental instructions, best practices, tips, and other content that is good to know for the user.	 Note: You can use Ctrl + A to select all files.
>	Multi-level menu cascade.	Settings > Network > Set network type
Bold	It is used for buttons, menus, page names, and other UI elements.	Click OK.
Courier font	It is used for commands.	Run the <code>cd / d C :/ windows</code> command to enter the Windows system folder.
<i>Italics</i>	It is used for parameters and variables.	<code>bae log list --instanceid Instance_ID</code>
[] or [a b]	It indicates that it is an optional value, and only one item can be selected.	<code>ipconfig [-all -t]</code>

Style	Description	Example
<code>{}</code> or <code>{a b}</code>	It indicates that it is a required value, and only one item can be selected.	<code>swich {stand slave}</code>

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1 FAQ

This document describes common problems during DataV use and provides corresponding solutions.

Widget FAQ

1. What can I do if my screen is blank after I log on to the DataV console?

You can change your browser version to Chrome 50 or a later version to resolve this issue.

2. What can I do if my widgets are not loading properly? For example, some widgets are not fully displayed.

You can clear the cache and cookies on your web browser and then log on to the DataV console again.

Data FAQ

1. What can I do if I fail to connect to my database?

You can add the IP address of your DataV server to your database whitelist or your ECS security group according to the network type and region of your database.

You can also use the DataV Proxy service to connect to your database. For more information, see [Introduction to the DataV Proxy service](#).

2. How can I configure a CSV data source?

You can use the first row of the CSV file as the table header, and make sure that the names of each column are consistent with the field names of the required data structure of the corresponding chart.

3. Which data centers can be connected to DataV through Alibaba Cloud classic intranet?

The data centers in China (Hangzhou), China (Shanghai), and China (Beijing) are supported.

4. Can I connect databases deployed on my ECS instance or other devices to DataV?

Yes, you can. However, you must activate the Internet IP of your database first. You can also use the DataV Proxy service to connect to your database. For more information, see [Introduction to the DataV Proxy service](#).

Operation FAQ

1. Where can I watch DataV tutorial videos?

You can watch the tutorial videos by visiting the following links:

- [Data operations](#)
- [DataV design and operations](#)

2. How can I draw map borders?

You can obtain the corresponding GeoJSON data and paste it to the Geographical Boundaries area of the Choropleth Layer child widget in the Basic Flat Map . You can customize the border style in the Mapping field according to the codes of different areas.

3. How can I configure a data source for a carousel table?

You can input data in the data panel of a carousel table widget,

and run SQL statements to query the data by assuming the table as a 2D table. The aliases of the table are used as table headers.

```
select field1 as "Column 1", field2 as "Column 2", field3 as "Column 3" from table
```

4. How can I configure a data source for a flying routes layer?

If you are using a SQL data source, you must obtain data of the from and to fields, and separate the longitude and latitude in each field with a comma (,).

5. How can I configure the widget interaction function?

The widget interaction function is being tested currently. For more information, see [Widget interaction](#).

6. How can I manage displayed data by passing parameters through a URL?

You can express your variables in SQL through : dot - id , for example, `select car_speed , car_color , car_name from table where car_ID = : dot - id .`

You can also manage displayed data by passing these variables through a URL, for example, `http://datav.aliyun.com/...?spm=xxxxx&dot_id=10102.`

Account FAQ

1. Can I create a RAM user to log on to the DataV console?

Yes, you can. To do so, follow these steps:

- a. Create a RAM user. For more information, see [Create a RAM user](#).
- b. Log on to the [Authorization Center](#), and click Refresh.

After you refresh the page, all the RAM users are displayed. The target RAM user can log on to the DataV console without obtaining other permissions.

2 Data visualizations rendered by DataV on macOS are not displayed properly

Symptoms

Data visualizations do not display properly if the following conditions apply:

- You are using a full-HD Retina display.
- You have updated the latest version of Google Chrome on macOS.
- You use DataV to edit projects that use a map widget.

Cause

This firmware issue occurs because the latest macOS version of Google Chrome (version: 66.0.3359.31) has a [bug](#). Due to this bug, frame rates as slow as 8 FPS and display lag may occur in many cases, and CPU consumption increases to full capacity while rendering projects on a canvas.

Solution

This issue has been reported to the Google Chrome development team. A new version is expected to be released soon that will rectify this firmware issue. To continue using DataV properly, we recommend that you consider the following workarounds:

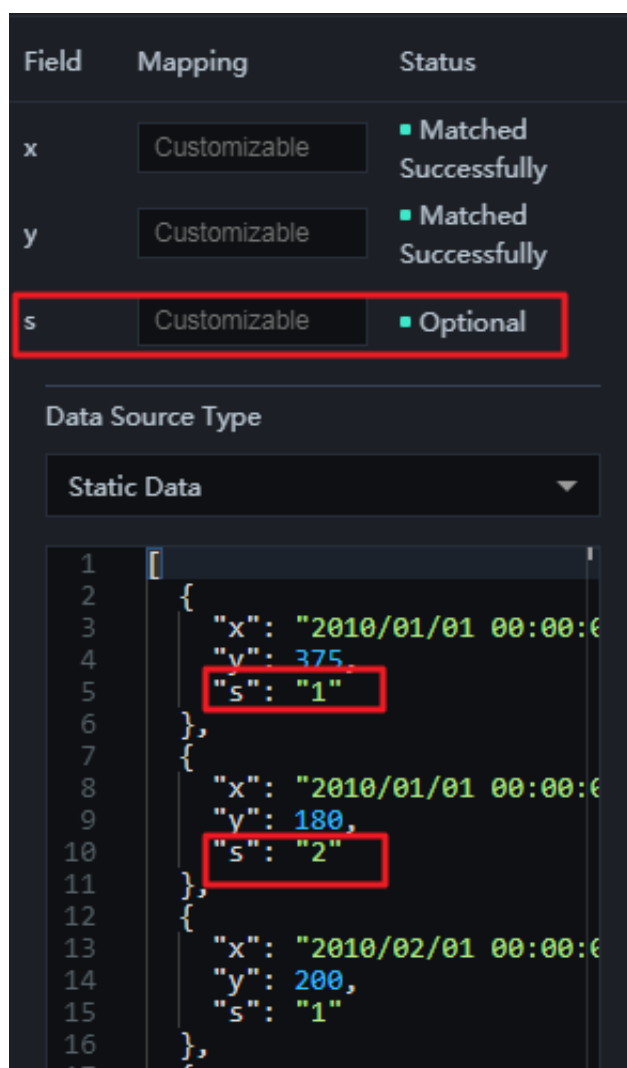
- Use Google Chrome 57 or a later version (excluding the latest version) for macOS.
- Use another web browser such as Safari on macOS, or temporarily switch to using Chrome or another browser on Windows.

3 Frequently asked questions (User self-check process)

What is the relationship between the data series and the style series?

- Data series:

Most basic two-dimensional widgets such as line charts and bar charts support multiple series. You can set the `s` field to apply different data series.

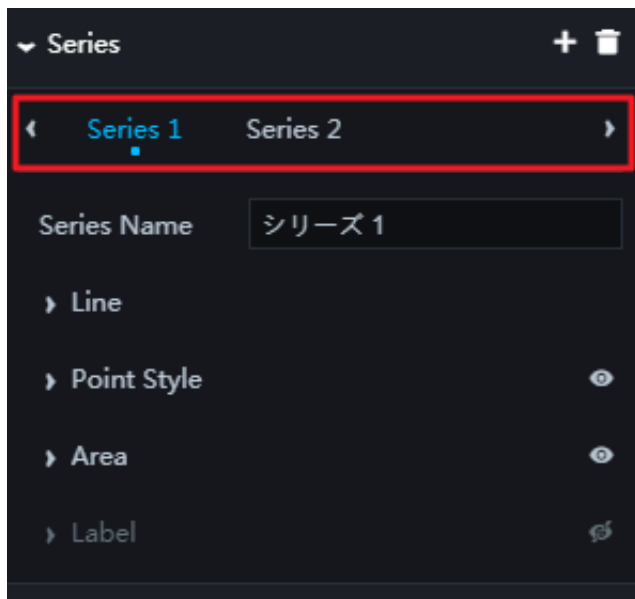


- Style series:

Some widgets such as line charts and bar charts can render multiple data series. You can set the Series field on the Style tab page.

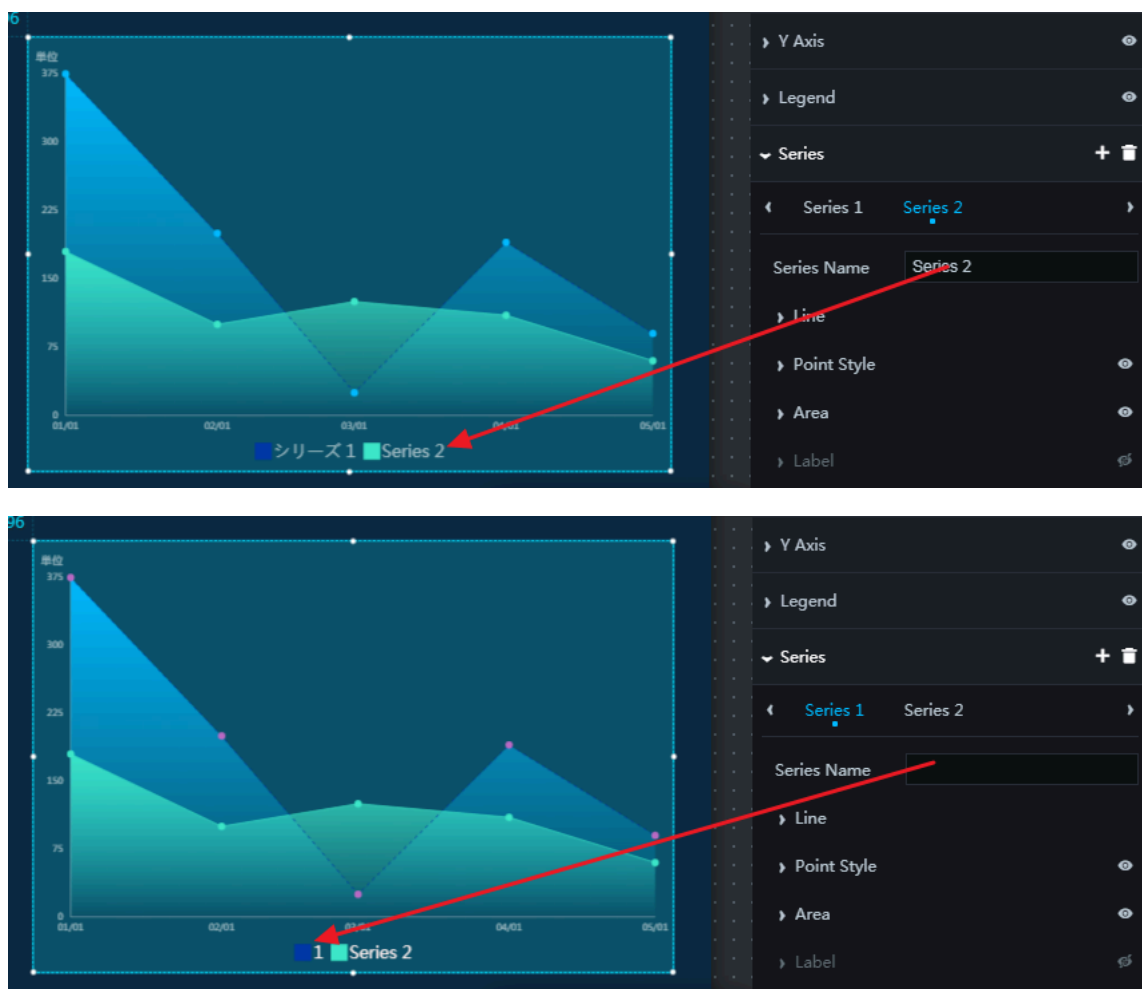
This field is used to define an array of styles and cyclically render different data series. As shown in the following figure, two series are defined. The widget uses the

styles that are specified in [' Series 1 ',' Series 2 '] to render the s field for data in cycles.



- Note

- The Series Name field is set to the name of the specified style, and also used as the legend name of the corresponding chart. If Series Name is empty, the legend name is set to the value of the `s` field specified for the target data series.



- The style series are mapped to the data series in the order of the series listed in the style setting rather than their names.

For example, the style series [Series1, Series 2, Series 3] can be mapped to the data series [{s1: series 1 style}, {s2: series 2 style}, {s3: series 3 style}, {s4: series 1 style}, {s5: series 2 style}].

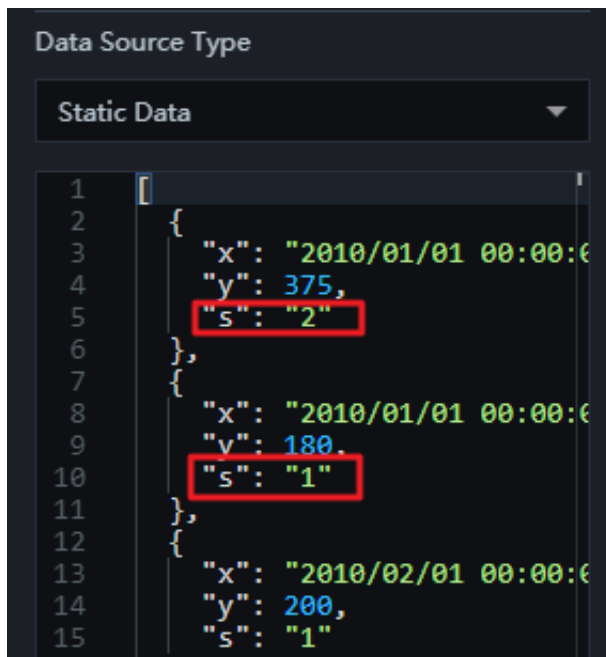


Note:

The s1, s2, s3, s4, and s5 parameters are sequentially set to the values of the s field.

- If some styles such as red s2 and blue s1 are required, you can sort the data in the filter or data source after configuring the style series.

For example, if the style series are set to [red, blue], you can sort the data in the order of [{"s": "2"}, {"s": "1"}].



Why does the widget not change rendering after the callback ID is changed?

- Test the callback ID of the widget on the edit page.

Cause: The widget on the edit page cannot obtain the callback value returned by other widgets.

Solution: Use the default value in the URL, and then test the widget on the edit page

.

Example: `xxxx / admin / screen / 123456 ? value = 123 & name = 12345`

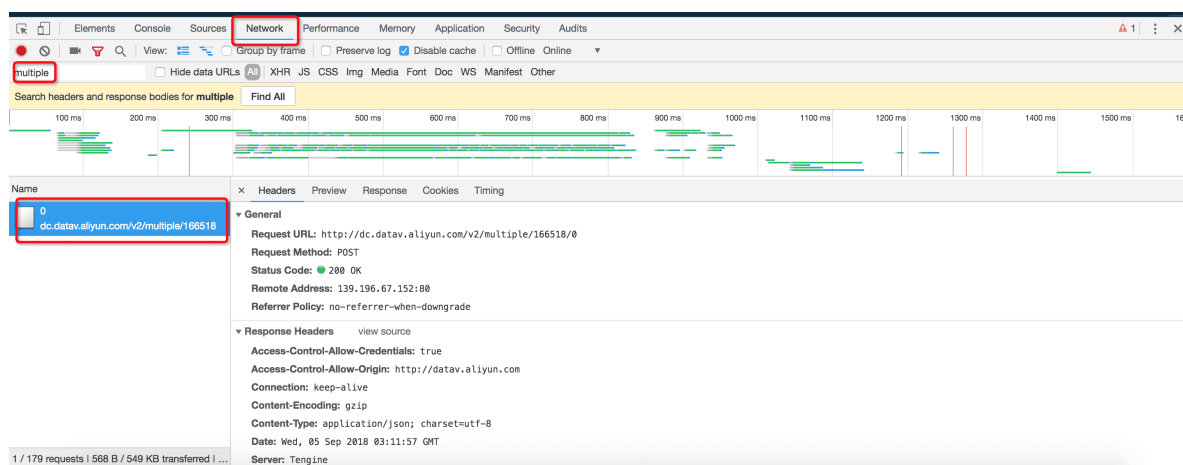
- Test the callback ID of the widget on the Preview or Publish page.

On the Preview or Publish page of the dashboard, press F12 in Windows or press Option+Command+I in macOS to go to the Network tab page in the console, search

`multiple` , and then check whether the widget has requested the Callback ID parameter.

- If the search result is empty, the widget has not requested the Callback ID parameter. You must check the callback configuration.
- If the search result is not empty, the widget has requested the Callback ID parameter. You must check whether the callback parameter in the request is correct, and whether Status Code 200 is returned.

If the response is an error, you must check the connection to the data source.



- If you have used the Ticker Board widget and Status Code 200 is returned, but the widget does not change rendering, you must check whether Data Correction is selected in the widget configuration.

If Data Correction is selected and the specified value is smaller than the current value, the widget does not change rendering.

If your data is fluctuating and real-time data rendering is required, do not select Data Correction.

How can I handle a timeout error when I configure a database as the data source?

1. Make sure that you have completed the configuration as specified in [Database whitelist settings](#).

2. If your data source is Alibaba Cloud RDS, you must configure the RDS whitelist as specified in [Configure RDS Whitelist](#), and make sure that you are using a VPC.<div data-spm-anchor-id="a2762.11472859.0.i97.67dc203byBKOZT">

- If you are using a VPC, when adding the data source, enable VPC, and enter the VPC ID and Instance ID.



Note:

You can obtain the VPC ID in the Alibaba Cloud VPC console and the instance ID in the Alibaba Cloud RDS console. Delete the front and end spaces of the ID before you enter it.

- If you are not using a VPC, contact the technical support.

How can I handle a timeout error when a component requests data?

- **Cause:** The data query has timed out. The timeout value of requests sent to the database is set to 10s in DataV. If the data query time exceeds 10s, a timeout error occurs.

Solution: This timeout value is specified on the server of DataV. You cannot modify this setting. We recommend that you optimize the corresponding SQL statement, or adjust the table structure to decrease the query time.

- **Cause:** The widget data query consumes too much time, but the interval of requesting the widget auto update is less than the query time. Google Chrome supports a maximum of six HyperText Transfer Protocol (HTTP)-based requests to access the same domain at the same time. The subsequent requests will be pending, and Google Chrome will not be able to send them to the data center.

Solution: We recommend that you adjust the interval of requesting the widget auto update, or optimize the corresponding SQL statement to decrease the query time.



Note:

Solution to long-time queries:

- Create an API that supports the DataV service for cross-origin data integration.
- Optimize the database query. For example, create related indexes based on common SQL conditions to accelerate the query.

How can I write the SQL statement when the value of the Callback ID parameter is an array?

- Common SQL statement

```
select * from tb where id in (: idList )
```

- Stored procedure

```
function ( concat_ws ('', : idList ))
```



Note:

The `idList` object is the array that you configured for the Callback ID parameter.

How can I handle a DataV data proxy request disconnection?

Follow the following steps to troubleshoot:

1. Check if there is a configuration error message on the request interface.

- If a configuration error message appears, the disconnection is caused by a key and secret parsing error. Solutions:
 - a. You can search for time in any web browser search engine, and then check if the local time of your machine is the same as the standard time.
 - b. Check if the key and secret are filled with errors, such as extra spaces. We recommend that you create a new key and secret.
- If a configuration error does not appear, take the next step.

2. Log on to the machine where you installed the data proxy to access `ip : 9998 / status` through a browser (for example `128.23. **. **: 9998/status`, 9998 is the default port for Data Proxy Service), and then check if your Data Proxy Service starts properly.

- If your Data Proxy Service starts properly, take the next step.
- If your Data Proxy Service starts improperly, restart your Data Proxy Service.

3. Check if the machine where you installed the data proxy is configured with an HTTPS certificate issued by a third party.

- If the machine is configured with an HTTPS certificate, take the next step.
- If the machine is not configured with an HTTPS certificate, modify the DataV page address protocol to http when accessing your the data proxy.

4. Check if the machine where your data proxy is installed connects to your database.
 - If the machine connects to your database, open a ticket on the DataV console, or contact Alibaba Cloud technical engineers directly.
 - If the machine does not connect to your database, check if your data proxy configuration is correct.

4 What are the advantages of DataV?

DataV is advantageous for data visualization scenarios that are required for diverse applications and need to support for various third-party components. Specifically, DataV provides the following benefits:

- DataV provides support for multi-screen collaboration and supports for real-time data monitoring.
- DataV supports resolutions up to 8K, and can be displayed on large screens, TV screens and computer monitors, and mobile devices.
- DataV provides complex and dynamic visual effects.
- DataV allows you to customize widgets as needed.
- DataV has embedded 2D and 3D space engines, supporting the display of geographical data on a 2D or 3D map.
- DataV has various third-party components, such as ECharts and Anti-G2. You can also find some commercial third-party widgets that can work with DataV in [Alibaba Cloud Marketplace](#).