# FAQ (English)

> ⓘ **Please Note**
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> The FAQ are collected for the most common questions and errors occuring in SAP Process Mining by Celonis 3.
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> As SAP Process MIning by Celonis 4 is about to roll out, we are working on a full documentation with seperate FAQs, which will be added soon!

In the following section, you will find common errors while using SAP Process Mining by Celonis .

**If you can't solve the error with these solutions, do not hesitate to contact our Servicedesk.**

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## Error: *java.util.NoSuchElementException*

Most likely, there are two or more columns in your Data Model, which have the same name. SAP Process Mining by Celonis now selects a column randomly, and tries to connect the tables. If the wrong column is chosen, the error occurs, as SAP Process Mining by Celonis can't join the tables. Try to use prefixes for your columns, so that no column-name is set several times in your datamodell. Additionally, try not to request columns from different tables within the same component.

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## Error: *java.lang.RuntimeException: de.celonis.pbi.analytics.compiler. exceptions. PiqlCompilationException: Error occured during filter cube mapping.*

SAP Process Mining by Celonis only supports filter, that refer to a single table at the same time.

Do not use queries, such as

```
where cases_cases_primary_key = activities_key
```

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## The configuration of a table-component is not valid

In most cases, this is caused by a missing primary key in the Data Model.

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## The Dashboard does not load

For a first step, check the functionality of the backend and the frontend. Perform the following steps:

1. Open the devellopment console in your browser (press F12 or refer to your browser menu)
2. Open the "Network" Tab. The backend is still working, as long as "monitor" requests are performed.
3. Open the "Console" Tab. If you encounter any errors here, there is a malfunction in the frontend. Delete all errors and refresh, to be sure that the error is caused by the current query.
4. If neither 2 nor 3 match your problem, open the task manager, to see, wether the browser-process is still occupying the CPU. If this is the case, the Frontend is still calculating with the query.

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## The Process Explorer shows arrows instead of edges after the selection of a process time

Please check the following points

- The activity name in the process table matches exactly the activity name in the activity table
- The corresponding activity columns of the activity - and processtable are selected
- An activity is not allowed to be substring of another activity
- The processpath has been generated correctly, and the IDs correspond with the process table.
- The sorting of the activities in the activity table is unique (if there are two same timestamps, the lifecycle is generated by using a unique sorting column)
- The order ot the lifecycle corresponds the order of the activities in the process path.
- All arrows need to be equipped with process times.

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# There is a blank page after login

First of all, refresh the page (F5). If you still have the problem, check your browser version. SAP Process Mining by Celonis is working with the following browser versions:

- Google Chrome (>= 32)
- Mozilla Firefox (>= 21)
- Internet Explorer (>= 10)

If your browser is supported, and the blank page doesn't disappear, please check the devellopment console.