

Administrative, Sharing, and Exporting FAQ

This section focuses on common questions regarding administering users and reporting content sharing.

Only licensed and active NocTel Insights users within the same organization can be subscribed to reports.

Report subscriptions follow NocTel Insight access permissions. If the subscribed user does not have access permissions to the report through their Role or individual overriding permissions they will not be able to access the report even if they are subscribed to it.

Report subscriptions email an image. NocTel Insight will not support emailing Excel CSV attachments for a variety of reasons:

- NocTel Insight has no awareness of what an organization's email attachment policy may be in regard to allowed file formats and maximum attachment size
- NocTel Insight users may create arbitrarily large resulting data sets that may generate excessively large exports that are not suitable for email attachment

If you require an Excel export you can produce it on demand by accessing the report and select Export to Crosstab. NocTel Insight will gather the data and prompt you when the download is ready. Web browsers generally do not have a limit to how large a single file for download can be.

This occurs because another user subscribed you to the report. If you do not wish to be subscribed to the report, log in to NocTel Insight and then click on your profile icon in the upper right then select "My Account Settings". Select the Subscriptions tab and then remove the report(s) you do not wish to be subscribed to any longer.

Individual totals for stacked bars and the overall Total within a sub pane are performed by an ad hoc grouping of the corresponding values. Since NocTel Insight must be able to export the underlying data in a consistent format, it is unable to include these overall totals and subtotals as part of Excel output as it would result in creating a potentially invalid export.

This is not a feature of NocTel Insight nor is it planned. Since the data sets for many reports could be very large (100+ MB), automated/scheduled exports for multiple reports could result in third party email rejecting the resulting attachment. Since we cannot foretell what the resulting data set size may be for any given user, we kindly ask users use on-demand Excel exporting to accomplish this.

This occurs when very large sets of data are exported - usually reporting that presents raw data. We do not recommend trying to export a very large date range or data that is dense over time interval.

You should try to export this data in smaller time intervals. For example, if you encounter a timeout at a year's worth of data, try again with a single quarter or a couple months at a time.

NocTel Insight is not a data dump or warehouse tool. If your organization requires a consistent feed of raw or aggregate data for internal processing or analysis, please contact NocTel Insight Support with your inquiry and needs.

User credentials that are intended specifically for using the REST API can have the permissions specifically tuned for the required need. We generally practice a least privilege model to ensure that the associated API user does not have overreach to data and content, but these can be adjusted as needed.

A user/account for API use constitutes a billable licensed user.