

Exception error in reports

Posted by steveperrycreative - 24 Oct 2014 18:22

Magento 1.8.1

Process: Admin > Sales Analytics > Reports > Inventory > stock_cost_nonsold

Expected result: show report in right hand column

Actual result: Exception error

Error prints the attached file.

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Re: Exception error in reports

Posted by latitudweb - 28 Oct 2014 09:53

Hello Steve,

Thanks for your interest in our products.

This issue seems to be related to the Flat table optimization that is mandatory to use some of the Sales Analytics reports (Inventory reports among them).

Could you please check this article on the FAQ analytictools.latitudweb.com/forum/27-FAQ...ventory-reports.html
? Are flat table optimizations enabled on your
Magento store?

Kind regards.

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Re: Exception error in reports

Posted by steveperrycreative - 31 Oct 2014 08:55

For the sake of future readers of this request, the above was causing the issue. Generally this is a great module but it might be worth highlighting that flat tables are required for certain features.

Great support.

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Re: Exception error in reports

Posted by steveperrycreative - 10 Nov 2014 10:55

This is a final request as we have tried contacting you for 7 working days via email with no response at all – this is unprofessional on your part.

Please respond to our emails within the next 24hrs or else we will require an refund – if you can't fix your module, fine, but at least tell us so that we can make other arrangements.

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