

Troubleshoot Templated Reports Issues

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Overview

Users may encounter some errors when using Templated Reports. Below is a table listing the most common Templated Reports errors with solutions.

Related Information/Setup

For more information on using Templated Reports, please refer to the [Templated Reports](#) section.

Templated Reports Troubleshooting

Error	Error Message	Troubleshooting Steps
Unmapped placeholder	<i>"(# of unmapped placeholders)</i> Placeholders found in Template that need to be mapped in configuration." This message will be followed by a bullet list of all unmapped placeholders.	• Add new variables in the relevant data series and apply mapping to unmapped placeholder(s).
Unmapped variables	<i>"(# of unmapped variables)</i> Variables found in configuration that need to be mapped to a Placeholder or removed." This message will be followed by a bullet list of all unmapped variables and which data series they belong to.	• Remove unmapped variables or apply mapping to an unmapped placeholder.
Variable conflicts	<i>"(# of variables in conflict)</i> are in conflict." This message will be followed by a bullet list of all variables in conflict and which data series they belong to.	• Update conflicting variable mapping so each variable is mapped to one unique placeholder.

Error	Error Message	Troubleshooting Steps
Placeholder conflicts	"(# of placeholders in conflict) are in conflict." This message will be followed by a bullet list of all placeholders in conflict and which data series they belong to.	• Update conflicting placeholder mapping so each placeholder is mapped to one unique variable.
No template found	"No template uploaded. Data mappings are invalid without a template to link to."	• Upload a template.
Repeatable block formatting issue within tables	"Cannot read properties of undefined (reading 'nextSibling')."	• Move the closing tag (e.g. {/incident}) outside any table cells. Repeatable blocks must wrap around the entire table, not be embedded within it.