

IFS Cloud Emissions Tracker

Support and Troubleshooting Guide



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Introduction

In the event of an error being produced from the application, please make sure to troubleshoot the errors using the support and troubleshooting guide below and take the necessary actions related to it using the 'How to Resolve' column given.

1. Prerequisites

The prerequisites for troubleshooting are given below.

1.1. Common Prerequisites

1.1.1. You have a reliable and stable internet connection

IFS Cloud Emission Tracker requires access to a stable internet connection. IFS Cloud Emission Tracker does not have a dedicated offline mode.

If your connection is unreliable, or you experience periods of limited bandwidth you will be unable to use the application.

1.1.2. You're running the latest version of your browser

IFS Cloud Emission Tracker supports only the latest releases specified as per Microsoft.

Please find the below system requirements to run the 'IFS Cloud Emission Tracker application within your devices:

[Power Apps system requirements and limits - Power Apps | Microsoft Learn](#)

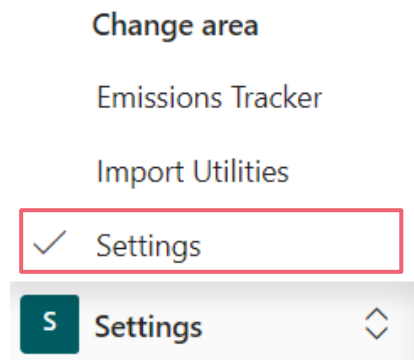
1.2. Prerequisites for troubleshooting errors

Having a system administrator/admin role within the PowerApps environment in which the error has occurred.

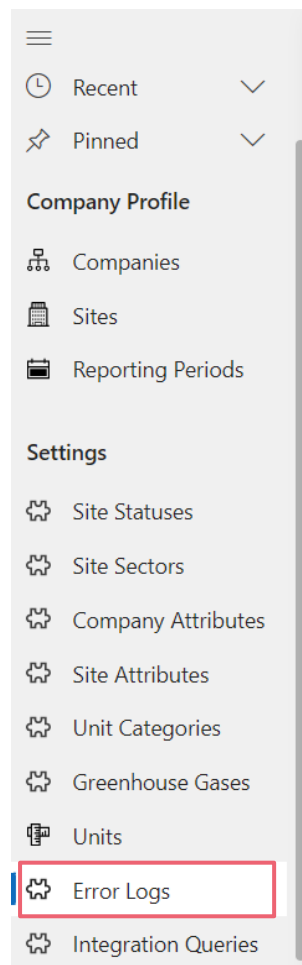
ESG Admin role Access to view error logs within the emission tracker application.

1.2.1. Navigate to the Error Log view in the IFS Cloud Emissions tracker application

1. Open the IFS Cloud Emissions Tracker application.
2. Navigate to the Settings section from the bottom left.



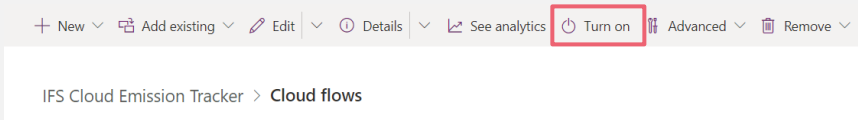
3. Finally, navigate to the Error Logs in the settings section.



2. Resolving known errors

2.1. Please turn on the Retrieve Energy and Retrieve Estimates flows!

Error Message: “Please turn on the Retrieve Energy and Retrieve Estimates flows!”

Term	Detail
Problem	When calculating emissions/creating an emission source mapping record you receive the error, “You got an error, Please turn on the flow related to this operation!” message in the application.
Cause	This error occurs when one or more flows related to emissions calculating are not enabled.
Solution	<p>Go to make.powerapps.com and navigate to the environment in which the IFS Cloud emission tracker is installed,</p> <p>Navigate to solutions.</p> <p>Navigate to the ‘IFS Cloud Emissions Tracker’ solution.</p> <p>Go to the ‘Cloud Flows’ section.</p> <p>Find the flows, ‘Retrieve Energy’ and ‘Retrieve Estimates’. Select each flow and turn them on from the ‘Turn On’ button shown above.</p>  <p>The screenshot shows a navigation bar with several options: '+ New', 'Add existing', 'Edit', 'Details', 'See analytics', 'Turn on' (highlighted with a red box), 'Advanced', and 'Remove'. Below the navigation bar, the breadcrumb path reads 'IFS Cloud Emission Tracker > Cloud flows'.</p>

2.2. Please configure your IAM Client in IFS Cloud!

Error Message Code: “Please configure your IAM Client in IFS Cloud!”

Term	Detail
Problem	When navigating to the IFS Cloud emission tracker and thereafter navigating to IFS Cloud Organization Setup, you receive the error with the ‘NoResponse’ code in the error log table.
Cause	This error is caused due to the IAM Client not being properly configured within IFS Cloud.
Solution	<p>Login to IFS Cloud and navigate to the IAM Client section and make sure the IAM Client account with the name ‘IFS_powerapps’ is created, and relevant permissions have been granted to the IAM Client user.</p> <p>If it is not created, please make sure to follow the steps in the setup guide in making the IAM client and configuring the ‘IFS Cloud Emission Tracker’ application.</p>

2.3. Please enter a valid Clima^{ti}q Key!

Error Message: “Please enter a valid Clima^{ti}q Key!”

Term	Detail
Problem	When creating Scope 1/ Scope 2 emission source mapping, calculating and saving emission values. You receive the error “RetrieveEnergy.Run Failed” or “RetrieveEstimate.Run Failed” in the error log table.
Cause	This error is caused due to the Clima ^{ti} q key not being properly configured.
Solution	<p>Go to make.powerapps.com and navigate to the environment in which the IFS Cloud emission tracker is installed,</p> <p>Navigate to solutions.</p> <p>Navigate to ‘Default solution’.</p> <p>Go to the ‘Environment Variables’ section.</p> <p>And select ‘Clima^{ti}q API Key’, and next select click on edit.</p> <p>Make sure that there is a valid key added in the current value section of the environment variable.</p> <div data-bbox="762 1122 1326 1417" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Current Value</p> <p>Override the default value by setting the current value for your environment.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> [REDACTED] ... </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> i Remove this value before exporting if it shouldn't be used in other environments </div> </div> <p>If not added please make sure to follow the steps in the setup guide. With related to configuring the environment variables in the ‘IFS Cloud emissions tracker’ application.</p>

2.4. There might have been an error....., if the error persists, Please contact your administrator to resolve it!

Error Message: “There might have been an error..... if the error persists, Please contact your administrator to resolve it!”

Term	Detail
Problem	When calculating emissions or creating emission source mapping, you receive the error “ResponseTimeout”. Or it can occur when adding or editing any type of record.
Cause	This error is caused due to an error in Clima ^{tiq} . Or This error is caused by to error in Dataverse when adding or modifying a record within the application.
Solution	Please wait for a while, until the server-side error is resolved, if it takes more time please contact IFS with the specific error code and actions taken to recreate the error.

2.5. Please enter a valid Clima^{tiq} Key, if the error persists, contact your administrator to resolve it!

Error Message: “Please enter a valid Clima^{tiq} Key, if the error persists, contact your administrator to resolve it!”

Term	Detail
Problem	When creating Scope 1/ Scope 2 emission source mapping, calculating, and saving emission values. You receive the error “Defaulttitle. Search Failed” in the error log table.
Cause	This error is caused due to the connector not being properly configured.
Solution	You may need to contact IFS with the error message and the error code in the error log table.

2.6. Please provide a valid Excel Path!

Error Message Code: "Please provide a valid Excel Path!"

Term	Detail
Problem	When navigating to the IFS Cloud emission tracker and navigating to Emission Sources Master's List or Excel Organization setup under Excel Import you receive the error with 'NoResponse' code in the error log table.
Cause	This error is caused due to not having a proper Excel path given to the environment variable named 'Emission Source Excel' for the Emission Sources Master's List utility and the environment variable named 'ESG Organization Excel' for the Excel Organization setup utility
Solution	<p>Go to make.powerapps.com and navigate to the environment in which the IFS Cloud emission tracker is installed,</p> <p>Navigate to solutions.</p> <p>Navigate to 'Default solution'.</p> <p>Go to the 'Environment Variables' section.</p> <p>And select 'Emission Source Excel' or 'ESG Organization Excel' depending on the utility, and next click on edit.</p> <p>Make sure that there is a valid key added in the current value section of the environment variable.</p> <div data-bbox="746 1182 1337 1489" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Current Value</p> <p>Override the default value by setting the current value for your environment.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> [REDACTED] ... </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> ⓘ Remove this value before exporting if it shouldn't be used in other environments </div> </div> <p>If not added please make sure to follow the steps in the setup guide. With related to configuring the environment variables in the 'IFS Cloud emissions tracker' application.</p>

2.7. Please provide a valid Excel Path and make sure that the flow is turned on!

Error Message: “Please provide a valid Excel Path and make sure that the flow is turned on!”

Term	Detail
Problem	When navigating to the IFS Cloud emission tracker and navigating to Emission Sources Master’s List under Excel Import and you operate within the page, you receive the error with the ‘0x80048d0b’ code in the error log table.
Cause	This error is caused due to not having a value given to the environment variable named ‘Emission Source Excel’.
Solution	Please make sure to follow the steps related to configuring environment variables with the setup guide provided

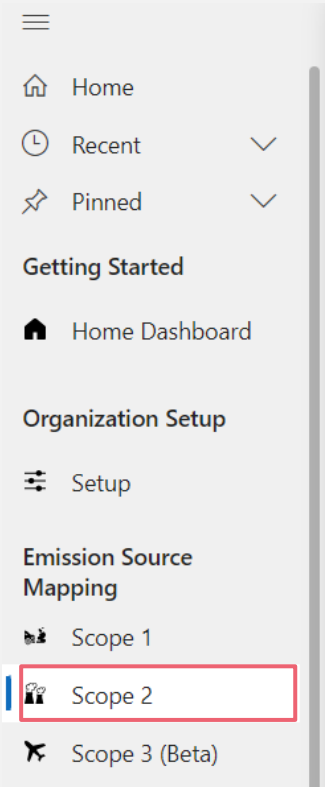
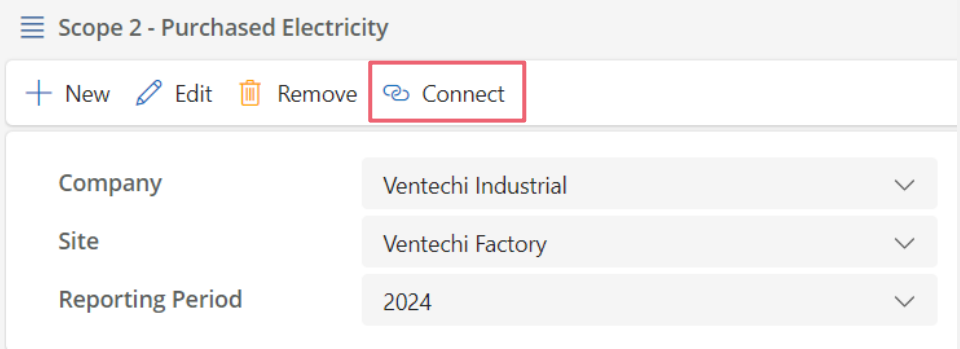
2.8. There might have been an error.....Please contact your administrator to resolve it!

Error Message: “There might have been an error.....Please contact your administrator to resolve it!”

Term	Detail
Problem	This error message is shown in the event of any unknown errors occurring within the application.
Solution	Please wait for a while, if the issue persists, please contact IFS with the specific error code within the error log and actions taken to recreate the error.

2.9. Error #10

Error Scenario: data unavailability issue when connected to IFS cloud through the application.

Term	Detail
<p>Problem</p>	<p>Navigate to the IFS Cloud emission tracker and navigate to the Scope 2 Emission Sources mapping screen.</p>  <p>Next, select an emission source mapping record, and click on the connect button.</p>  <p>you are not able to view data related to utility information, and the output shows an empty table.</p>
<p>Cause</p>	<p>This error is caused due to when the information sources are not installed in the user environment under the provided components, the user will not be able to fetch data to the data lake from the IFS cloud even though the Analysis Model gets published and refreshed.</p>

Solution

Refer to this document under the provided path.

IFS Cloud Documentation under the sustainability Applications Release Note refer product offering > 3.1 changing product offering > 3.1.2 IFS Cloud Emission Tracker

Ensure the below-mentioned information sources are installed under the provided components.

Analysis Model	Component	Fact / Dimension
Emission_Tracker_Integration	ACCRUL	AccountingPeriod.dimension
		Company. dimension
		RpdCompanyPeriod.dimension
	INVOIC	UtilityBillInfo.fact
		UtilityBillCategory.dimension
		UtilityBillSubCat.dimension
		CompanySupplier.dimension
		Site. dimension

You may need to contact IFS as the last step if this cannot be validated.