

# 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.

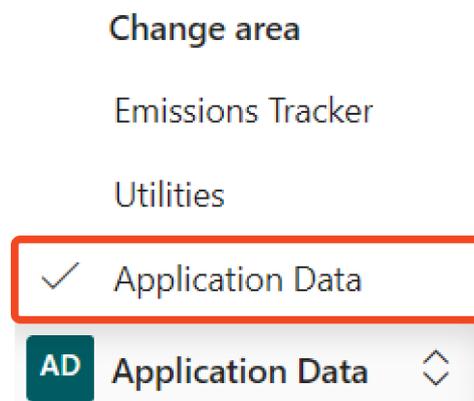


Figure 01

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

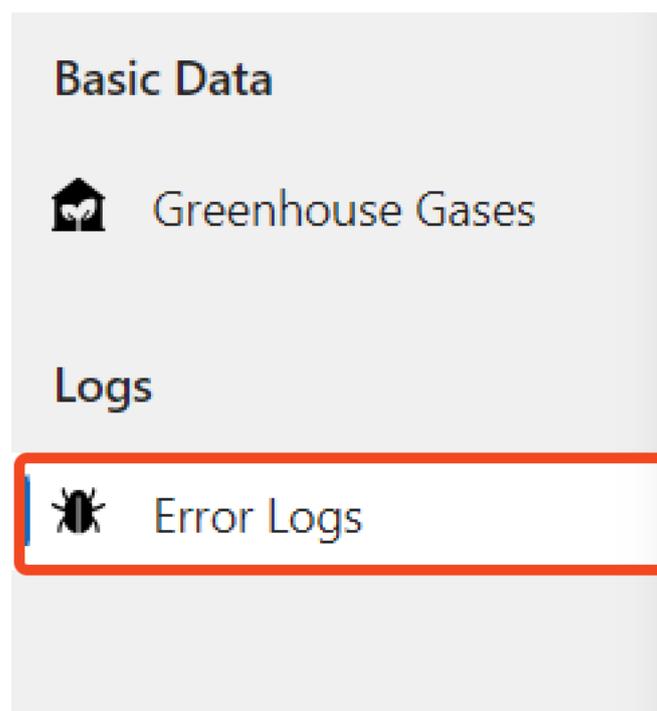
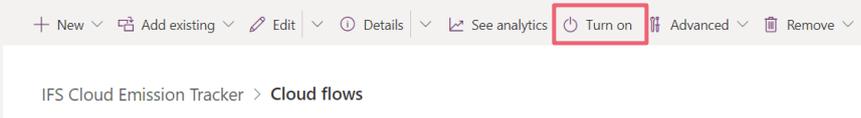


Figure 02

## 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
<b>Problem</b>	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.
<b>Cause</b>	This error occurs when one or more flows related to emissions calculating are not enabled.
<b>Solution</b>	<p>Go to <a href="https://make.powerapps.com">make.powerapps.com</a> 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 icons: a plus sign for 'New', a plug for 'Add existing', a pencil for 'Edit', a circle with a dot for 'Details', a magnifying glass for 'See analytics', a power button for 'Turn on' (highlighted with a red box), a list icon for 'Advanced', and a trash can for 'Remove'. Below the navigation bar is a breadcrumb trail: 'IFS Cloud Emission Tracker &gt; 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
<b>Problem</b>	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.
<b>Cause</b>	This error is caused due to the IAM Client not being properly configured within IFS Cloud.
<b>Solution</b>	<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 <a href="#">steps in the Configuration guide</a> in making the IAM client and configuring the ‘IFS Cloud Emission Tracker’ application.</p>

### 2.3. Please enter a valid Clima<sup>tiq</sup> Key!

Error Message: "Please enter a valid Clima<sup>tiq</sup> Key!"

Term	Detail
<b>Problem</b>	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.
<b>Cause</b>	This error is caused due to the Clima <sup>tiq</sup> key not being properly configured.
<b>Solution</b>	<p>Go to <a href="https://make.powerapps.com">make.powerapps.com</a> 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<sup>tiq</sup> 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><b>Current Value</b></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;"> <span style="background-color: black; color: black;">[REDACTED]</span> ...         </div> <p><small>Remove this value before exporting if it shouldn't be used in other environments</small></p> </div> <p>If not added please make sure to follow the steps in the <a href="#">Configuration guide</a>. 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
<b>Problem</b>	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.
<b>Cause</b>	This error is caused due to an error in ClimaTiq.  Or This error is caused by to error in Dataverse when adding or modifying a record within the application.
<b>Solution</b>	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 ClimaTiq Key, if the error persists, contact your administrator to resolve it!

Error Message: “Please enter a valid ClimaTiq Key, if the error persists, contact your administrator to resolve it!”

Term	Detail
<b>Problem</b>	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.
<b>Cause</b>	This error is caused due to the connector not being properly configured.
<b>Solution</b>	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
<b>Problem</b>	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.
<b>Cause</b>	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
<b>Solution</b>	<p>Go to <a href="https://make.powerapps.com">make.powerapps.com</a> 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><b>Current Value</b></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;"> <span style="background-color: black; color: black;">[REDACTED]</span> <span style="float: right;">...</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span style="font-size: 0.8em;"> ⓘ Remove this value before exporting if it shouldn't be used in other environments</span> </div> </div> <p>If not added please make sure to follow the steps in the <a href="#">Configuration guide</a>. 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
<b>Problem</b>	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.
<b>Cause</b>	This error is caused due to not having a value given to the environment variable named ‘Emission Source Excel’.
<b>Solution</b>	Please make sure to follow the steps related to configuring environment variables with the <a href="#">Configuration guide</a> 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
<b>Problem</b>	This error message is shown in the event of any unknown errors occurring within the application.
<b>Solution</b>	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.