

Why are charts not updating?

Last Modified on 02/12/2021 2:31 pm EST

Overview:

Did you make changes to a report that is directly connected to a Chart or Graph in Order Time and are not seeing the changes reflected in the Chart or Graph?

Resolution:

After updating the data in a report you can see the changes in the report immediately. The Charts/Graphs will take some time to update. They are usually "cached" for 60 minutes to help keep them from slowing down the performance of Order Time. Allow for an hour to pass after you make an update to the data in a report and then check the Chart/Graph to see the changes made reflected in the respective Chart/Graph.