Domo Troubleshooting Guide

1. Slow or Lagging Dashboards

CAUSE: Too many visuals, heavy Beast Modes, large datasets.
FIX: Move logic to ETL, pre-aggregate data, reduce cards, optimize joins.

2. Data Refresh Failures

CAUSE: Expired authentication, API throttling, heavy loads.
FIX: Reconnect, reduce refresh frequency, use incremental refresh.

3. Incorrect KPIs or Wrong Numbers

CAUSE: No KPI governance, multiple data sources.
FIX: KPI dictionary, single source of truth, business validation.

4. Beast Mode Overuse

CAUSE: Analysts independently building calculations.
FIX: Centralize logic, shift to ETL, govern access.

5. Unstable ETL Pipelines

CAUSE: Complex flows, lack of structure.
FIX: Modular ETL, naming standards, reuse subflows.

6. High Domo Consumption Cost

CAUSE: Frequent refresh + large datasets.
FIX: Tune refresh, remove unused datasets, optimize pipelines.

7. Low Adoption

CAUSE: Overtechnical dashboards + lack of training.
FIX: Role-based design, storytelling insights, structured onboarding.

8. Security & Access Issues

CAUSE: Poor permissions.
FIX: Role-based controls, audits, PDP strategy.

9. Migration Issues

CAUSE: Poor planning.
FIX: Phased migration, validation, parallel run.

10. No Governance

CAUSE: No BI ownership.
FIX: Governance policies, admin strategy, accountability.

Need Expert Help?

We help organizations troubleshoot, stabilize, and optimize Domo implementations. Reach out for a free Domo Health Check.