

FAQs

Expiration Report FAQs:

1. [Why are we getting the message “Data Not Found” when going to the Expiration Report for most of our buildings?](#)
2. [Why are we receiving a Server Error for one of our buildings?](#)
3. [Why are some of the tenants not showing end dates?](#)
4. [Can we see which fields were used from the Lease Abstract we imported?](#)

1. Why are we getting the message “Data Not Found” when going to the Expiration Report for most of our buildings?

If there are no Lease Abstracts uploaded connecting to the suites within that building, this message will be displayed.

2. Why are we receiving a Server Error for one of our buildings?

- Potential Cause: The potential cause of the problem is that a tenant with a Lease Abstract uploaded for them was possibly removed from one of the suites and added to a different suite and the original suite was deleted. The reason this causes a problem is because the report is connected to a suite that no longer exists.
- Prevention: To prevent this from happening, if a tenant needs to be moved to a new suite/floor/building, update the information for the tenant in Axis *first* by following these steps:
 - Go to **Control Panel > Setup > Tenants**.
 - Hover over the desired tenant you'd like to remove and click on the drop-down arrow next to their name.
 - Click on **Edit**.
 - Update the necessary fields.
 - Click on **Save**.

Next, upload a new Lease Abstract for them. The reports will then be updated with the new information.

Note:

- The reports will not reflect the correct information unless a new Lease Abstract is uploaded for them.
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3. Why are some of the tenants not showing end dates?

If there is a Lease Abstract uploaded in Axis connecting to a suite within that building, then this report will be displayed and it will display all tenants within that building whether they have a Lease Abstract or not. Therefore, tenants who have a Lease Abstract uploaded will show an end date and those who do not have a Lease Abstract uploaded will not show an end date, but will still be displayed.

4. Can we see which fields were used from the Lease Abstract we imported?

Yes. There is a [Lease Intelligence Mapping](#) document available. The first section shows which fields are required for Axis within each tab of the Lease Abstract. The next three sections show which part of the Lease Abstract is shown in the [Stacking Report](#) and [Expiration Report](#).

Note:

- This document is for Lease Abstract Version 10.8. Other versions may vary.
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