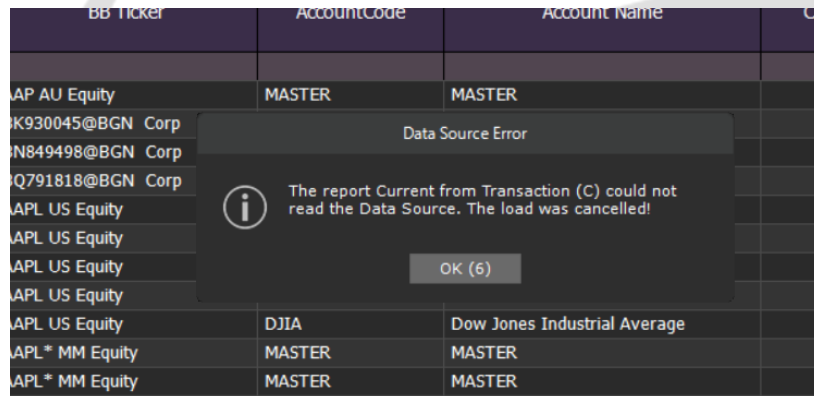


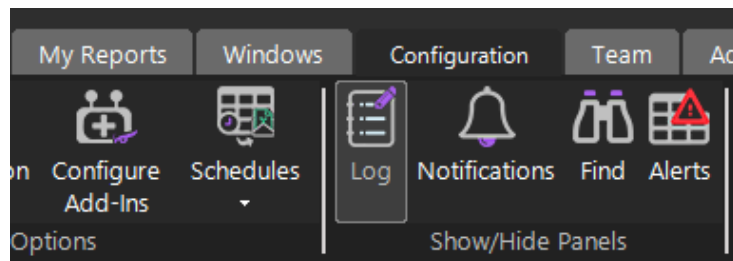
Error Dialog: Report cannot be loaded



1. Confirm that your Internet connection is working fine and Spark has no connection errors (no error in the bottom status bar).

If you are facing connection errors try to fix them before to start Spark and, if needed, share with support your IP.

2. Open 'Configuration' tab and click on 'Log'.



This will open the Log section in your screen. On Severity column you will be able to find the Error if any.

Date	Time	ID	Severity	Text
				Count = 50
2023-03-27	10:01:56	577	**EXCEPTION**	System.IndexOutOfRangeException: Index was outside the bounds of the array.
2023-03-27	09:44:51	576	INFO	@@@ ATHENA SPARK is now connected to Spark Server and initialized @@@
2023-03-27	09:44:51	575	*ERROR*	REPEATED - ID# 59
2023-03-27	09:44:51	574	INFO	Opening Configuration FUNDS from Position (C) X Completed.
2023-03-27	09:44:49	573	INFO	The grid has been automatically cleared. Please, check the file log file <C:\Program Files\Athena\Athena Spark\Athena Aura_3-27-2023.log> with all the persistent traces.
2023-03-27	09:44:49	572	WARNING	Unable to find the color format: Percentage
2023-03-27	09:44:49	576	WARNING	Unable to find the color format: Percentage

3. Once you find the error, contact support@athenasystems.com sharing the Log if possible.



CONTACT US

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[Visit the Spark Help Portal](#)