Troubleshooting Empty Reports

Analytics reports may not display data due to an end-user error or a system failure. In order to troubleshoot empty reports and rule out a system failure, follow these steps:

1. Verify usage data collection. You may also execute the following SQL query against the CardioLog database, to see if usage events are registered:

   Select top 100 * from tab_temp_event_log
   where EventType = 0 /* Views */

   and Timestamp <= GETDATE() /* Today's date. Edit date range if needed */

   and Timestamp >= GETDATE()- 7

   and Url like 'http://www.intlock.com/%' /* You can add this line to test event collection for a specific website */

2. Verify that the **CardioLog Scheduling Service** has started and usage data processing is working. You may also execute the following SQL query against the CardioLog database, to check if usage events are being processed correctly:

   Select top 100 * from tab_event_log
   where EventType = 0 /* Views */

   and Timestamp <= GETDATE() /* Today's date. Edit date range if needed */

   and Timestamp >= GETDATE()- 7

   and SearchUrl like 'http://www.intlock.com/%' /* You can add this line to test event processing for a specific website */

3. Refresh the report data:

   - Open the CardioLog Report Center and view the empty report in edit mode (Click the report in the navigation pane and select **Edit**). For enhanced performance and load times, cached data is displayed while editing an existing report. Report widgets in cached mode may display old data. To view current data for a widget, click **Refresh**. To refresh data for all widgets in an edited report, click **Refresh** on the top tool bar.
   - If you can see data in the report, click **Generate Report** on the top tool bar.
   - If you cannot see data in the report, clear the report data cache.

In addition, verify the following report details:

1. The **report scheduling type** (daily/weekly/monthly) corresponds with the report date range. For example, when creating a daily report, scheduled once a day, use the "Last Day" date range (and not "This Day"). By default, the report scheduling service is scheduled to run once a day at 00:00, which might render an empty report.
2. All **report filters** are correct. For example, make sure the web page being analyzed, has not been changed, deleted or updated, or has changed its URL. For charts and meters, confirm that the data is within the margins of the minimum and maximum values.