

Agents are wonderful Analytics tools, able to deliver reports to you and your colleagues on a set schedule or when a particular event occurs.

Occasionally, however, things can go wrong. You'll likely first hear about it when someone tells you they didn't get their report from Analytics in their email. That's when you should go into troubleshooting mode. Once you've done an initial check, you might be able to resolve the issue. If you're not able to fix things, it might be time to raise the alarm.


### What Should I Check?

There are a few standard things to check to make sure the agent is functioning properly. As you go through the list, step by step, you might find something wrong. Go ahead and fix the issue before moving on to the next step.

1. **Identify where the agent is saved.** Your agent could be saved in either your own My Folders folder in the Catalog. It might also be saved in either a shared College or Department folder. Regardless, you need to find it. Just to be sure it's saved in an appropriate location. You may also have to edit it, so locating it will help with that.
2. **Identify when the agent last ran.** Now that you've located the agent in the Catalog, click the **More Details** link for the agent. The system will show you the last time the agent ran and whether or not it was successful. It will also show you the next time it is scheduled to run, whether or not you're a recipient, and the priority level.

Analytics Performance - Daily Data Load Completion | Last Modified 2/24/2015 7:26:00 AM | Owner Singkofer, Steve - (stevensj)  
Last Run 8/27/2015 7:08:01 AM | Agent Successful | Next Run 8/28/2015 7:08:00 AM | Recipient | Normal Priority

3. **Make sure the agent is enabled.** Despite what the details show you, you should still do your own checking. Click the **Edit** link to open the agent. Check the **Schedule** tab and make sure the **Enabled** box is checked.
4. **Review the Conditions under which a Notification will be delivered.** Click the **Condition** tab. If no condition is set, go to the next step. If there is a condition, click the **Test** button to run the analysis in the background.
  - a. While the analysis is running, try to estimate the time it takes to run. If it's less than three minutes, you should be okay. If it's longer than three minutes, there might be a problem.
  - b. Once the analysis has run, the system will respond. If "The condition evaluates to False," there may not have been an email. If "The condition evaluates to True," there should have been an email.
  - c. Make note of the folder location of the Condition analysis. The intended recipient must have access to that shared folder. You'll check that shortly.

Condition ROWCOUNT('My Paycheck') > 0  Test Save To Catalog  
Based on /Shared Folders/UA Departments/9305-Workshop and Training...

5. **Review what's being delivered.** Open the **Delivery Content** tab and make sure it's filled out properly. You **must** have a **Subject** for the email. Check the **Content** field, the delivery **Format**

- and **Delivery** options, and whether or not the **If Condition is False** box is checked. Note the folder location of the Delivery Content. It, too, must be accessible by the intended recipient.
6. **Make sure the recipient is listed.** Check the **Recipients** tab and make sure the recipient is actually listed in the Select Recipients screen.
    - a. If they're not specifically listed, the **Use Analysis** box should be checked, forcing Analytics to "read" the analysis and send the notification to those listed in the analysis. In this case, go to the Condition tab and click the link in the Condition screen to open and run the analysis. The person should be listed in the report.
    - b. If others were listed on the Recipients tab, or are identified in the analysis, check with them to see if they received the notification. If others did receive the notification, continue to the next step. If others were listed yet did not get the notification, then something might, indeed, have gone amiss.
  7. **Did the recipient want to get email notification?** Check the **Destinations** tab and make sure the appropriate items are checked. In order to receive an email, the **Devices** box must be checked and **Active Delivery Profile** selected.

You've now checked everything you can about the agent. It's time to check out the intended recipient. You can check a few things in Analytics.

8. **Check the intended recipient's Analytics Roles.** Go to **Dashboards > Security > Security > Person Roles**. Enter the recipient's information in the prompt and run the dashboard. In the report, make sure that the intended recipient has been granted the appropriate **Dashboard Access** – you'll see your department or college listed – and **Role** – you'll see the appropriate role for the type of data being delivered. If one or the other of those items is missing from the report or is not correct, this must be corrected before they can receive the notifications. You can get the proper dashboard access worked out by contacting the dashboard owner, and you can get the roles assigned by using the online UAccess Access Provisioning Tool.

### Testing the Agent

Once you've verified all of the information above, and have resolved any discrepancies, try testing the agent. From the Home page, click the **My Agents** link again. In the Catalog, locate the problematic agent, then click the Run link.

Provided all of the issues have been reviewed, addresses, and/or modified, the agent should run properly and the report should have been delivered to the recipient.

Contact the person to whom the data should have been delivered and ask them to check their email. If the email from UAccess Delivers isn't in their inbox, have them check their Spam and/or Junk Email folders.

### The Next Step

If the agent still doesn't work or the data hasn't been delivered, it's time to contact UAIR. You can best do this by posting the issue on the Analytics Forum on the UAccess Community.