

# Troubleshooting Analytics

## Why is there no data?

Check the following possibilities.

- Verify that your apps are set to point to the MobileFirst Server, which forwards the logs to the MobileFirst Analytics Server. Ensure that the following values are set in the `mfpclient.plist` (iOS), `mfpclient.properties` (Android), or `config.xml` (Cordova) files.

```
protocol = http or https
host = the IP address of your MobileFirst Server
port = the HTTP port that is set in the server.xml file for reporting analytics
wlServerContext = by default "/mfp/"
```

- Ensure that your MobileFirst Server is pointing to your MobileFirst Analytics Server.

```
/analytics-service
/analytics
```

- Check that you are calling the send method.
  - iOS: `[[WLANalytics sharedInstance] send];`
  - Android: `WLANalytics.send();`
  - Cordova: `WL.Analytics.send();`

## Why is there crash data in the Crash Overview table, but nothing in the Crash Summary table?

Verify that your apps are sending logs after a crash. To be safe, send logs on app start-up to ensure that any previously unsent information is reported.

## Why is there no data in the Server Usage Flow graph or the Network Request graph?

Configure your apps to collect analytics on the Network device event.

- For cross-platform apps that use Cordova, follow the iOS or Android guides, as the configurations are the same as for native apps.
- To enable the capture of network analytic data in iOS, add the following code in your Application Delegate `application:didFinishLaunchingWithOptions` method.

```
WLANalytics *analytics = [WLANalytics sharedInstance];
[analytics addDeviceEventListener:NETWORK];
```

- To enable the capture of network analytic data in Android, add the following code in your Application subclass `onCreate` method.

```
WLANalytics.init(this);  
WLANalytics.addDeviceEventListener(DeviceEvent.NETWORK);
```

## Why is there no data for app sessions?

Configure your apps to collect analytics on the Lifecycle device event.

- For cross-platform apps that use Cordova, follow the iOS or Android guides, as the configurations are the same as for native apps.
- To enable the capture of network analytic data in iOS, add the following code in your Application Delegate `application:didFinishLaunchingWithOptions` method.

```
WLANalytics *analytics = [WLANalytics sharedInstance];  
[analytics addDeviceEventListener:LIFECYCLE];
```

- To enable the capture of network analytic data in Android, add the following code in your Application subclass `onCreate` method.

```
WLANalytics.init(this);  
WLANalytics.addDeviceEventListener(DeviceEvent.LIFECYCLE);
```