# Troubleshooting Analytics

## Overview

Find information to help resolve issues that you might encounter when you use the MobileFirst Foundation's Operational Analytics.

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### There is no data in the analytics console

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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 ana
lytics
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:
    - Objective-C: `[[WLAnalytics sharedInstance] send];`
    - Swift: `WLAnalytics.sharedInstance().send()`
  - Android: `WLAnalytics.send();`
  - Cordova: `WL.Analytics.send();`
  - Web: `ibmmfpfanalytics.send();`

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

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The crash logs must be sent to the server once the app is again running. 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.

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### 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.

```
ibmmfpfanalytics.logger.config({analyticsCapture: true});
```

- 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.
  **Objective-C**
  ```
  WLAnalytics *analytics = [WLAnalytics sharedInstance];
  [analytics addDeviceEventListener:NETWORK];
  ```

  **Swift**
  ```
  WLAnalytics.sharedInstance()
  WLAnalytics.sharedInstance().addDeviceEventListener(NETWORK)
  ```

- To enable the capture of network analytic data in Android, add the following code in your Application subclass `onCreate` method.
  **Java**
  ```
  WLAnalytics.init(this);
  WLAnalytics.addDeviceEventListener(DeviceEvent.NETWORK);
  ```

## Why is there no data for app sessions?

Configure your apps to collect analytics using the Lifecycle device event listener.

- 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.

  **Objective-C**
  ```
  WLAnalytics *analytics = [WLAnalytics sharedInstance];
  [analytics addDeviceEventListener:LIFECYCLE];
  ```

  **Swift**
  ```
  WLAnalytics.sharedInstance()
  WLAnalytics.sharedInstance().addDeviceEventListener(LIFECYCLE)
  ```

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

**Java**

```java
WLAnalytics.init(this);
WLAnalytics.addDeviceEventListener(DeviceEvent.LIFECYCLE);
```

*Last modified on*