Realtime Monitoring Problems and Solutions

## 1. Problem:

The real-time dashboard is not updating with the latest data.

## Solution:

Ensure your internet connection is stable. Try refreshing the page. If the issue persists, contact the IT team to verify data feed integrity.

## 2. Problem:

I get an error: "Data source unavailable."

## Solution:

This indicates a potential issue with the data provider or network. Contact the IT or Data Management Team to investigate.

## 3. Problem:

The charts in the monitoring application are blank.

## Solution:

Check if the selected time range includes data points. Adjust the time range or refresh the page.

## 4. Problem:

I receive "Access Denied" when trying to view certain operational metrics.

## Solution:

Access to sensitive operational data may be restricted. Request access through your supervisor or the Data Security Team.

## 5. Problem:

The system logs me out frequently while monitoring.

## Solution:

For security, sessions timeout after a period of inactivity. Interact with the system regularly to maintain the session.

## 6. Problem:

I can't select a specific well from the dropdown in the dashboard.

## Solution:

Verify that the well is active and properly configured in the system. Contact the Data Management Team for assistance.

## 7. Problem:

The alert notifications are delayed.

## Solution:

Ensure your notification settings are configured correctly. Network latency may also affect real-time alerts.

## 8. Problem:

I can't acknowledge or clear an alarm in the system.

## Solution:

Only users with the appropriate role (e.g., Supervisor) can acknowledge or clear alarms. Request access from the system administrator.

## 9. Problem:

The map view in the dashboard does not display rig locations.

## Solution:

Ensure that location services are enabled for your browser and that the rigs have GPS data configured.

## 10. Problem:

Error: "Unable to retrieve historical data."

## Solution:

Historical data may be archived or unavailable. Contact the Data Management Team to request specific data ranges.

## 11. Problem:

The KPIs on the dashboard show incorrect or outdated values.

## Solution:

Confirm the data refresh schedule with the IT team. If discrepancies persist, the data source or calculation logic may need review.

## 12. Problem:

I can't customize the widgets on my dashboard.

## Solution:

Customization features may be restricted based on user roles. Contact the system administrator for customization access.

## 13. Problem:

The application displays "Unsupported browser."

## Solution:

Use the latest versions of Chrome, Edge, or Firefox. Avoid unsupported browsers like Internet Explorer.

## 14. Problem:

Real-time graphs freeze intermittently.

## Solution:

This may be due to high CPU usage or browser limitations. Close unnecessary tabs or use a device with higher performance.

## 15. Problem:

I need to export dashboard data but can't find the option.

## Solution:

Look for the export button (usually in CSV, PDF). If not available, request the Data Management Team to enable it.

## 16. Problem:

I get "Data feed error" intermittently.

## Solution:

This could be a temporary network or server issue. Monitor the situation and report persistent errors to IT.

## 17. Problem:

Alarm thresholds need adjustment but I can’t modify them.

## Solution:

Only the Data Management Team or Supervisors can adjust alarm thresholds. Submit a request for changes.

## 18. Problem:

Mobile view of the dashboard is not displaying correctly.

## Solution:

Ensure you're using a supported mobile browser. For complex dashboards, use a desktop for full functionality.

## 19. Problem:

I can't filter data by specific time intervals.

## Solution:

Ensure the time filter options are configured correctly. If the filter isn’t available, request feature activation from the admin.

## 20. Problem:

The application does not reflect shift changes or crew updates in real-time.

## Solution:

Crew or shift data updates may be delayed depending on integration frequency. Contact the HR or Scheduling Team to verify update schedules.