Reports Returning Partial or No Data

Problem Summary	Unified Expert Advisor reports are not returning any data or are returning only partial data.

Error Message	There is no indication in CUIC other than no or partial data.
	
	The Runtime Service and Reporting Service logs may show errors similar to the following:
	
	`0000000027: 192.168.0.1: Dec 25 2010 08:39:08.939`
	`-0700: %_RECOVERYLISTENERADAPTER-3-org.apache.activemq.store.amq.Recove`
	`Message id ID:server01user01-32948-76257652765276-5:7:2:1:5 could not b`
	`the data store - already dispatched`
	
	The Runtime Service and Reporting Service logs are available through the Real Time Monitoring Tool (R
	
	Access RTMT, log into a Runtime or Reporting server, and then navigate to:
	
	1. Trace and Log Central > Remote Browse
	2. Select Trace Files and click **Next**
	3. Check Expert Advisor Runtime Service or Expert Advisor Reporting Service and click **Next**
	4. Click **Finish**
	5. After the logs are collected, in Trace and Log Central, expand Nodes until you get to the runtime
	click the node and the logs appear in the right-most pane.
	6. Double-click the log file to view its contents.

Possible Cause	The JMS message store is corrupted.

Recommended Action	1. Stop the runtime service on the Primary Runtime with the CLI command `utils service st`
	`Runtime Service".`
	2. Stop the runtime service on the High Availability Server with the CLI command `utils servi`
	`Advisor Runtime Service".`
	3. Stop the reporting service on the Reporting Server with the CLI command `utils service s`
	`Reporting Service".`
	4. Run the CLI command `utils expertadvisor clearpersistentstore`
	5. Start the primary runtime, high availability runtime, and reporting services:
	1. Primary: `utils service start "Expert Advisor Runtime Service".`
	2. High Availability: `utils service start "Expert Advisor Runtime Ser`
	3. Reporting: `utils service start "Expert Advisor Reporting Servic`

Release	Release 7.6(1)
Associated CDETS #	None.