

Historical report is missing data for a recent interval

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| Problem Summary | A historical report is missing data for a recent interval. |
| Error Message | None |
| Possible Cause | <p>This could occur because you are running the report at the end of the last interval (for example it is 12:31 and you are running a report from the 12:00:00 to 12:29:59 interval). Data replication from the Logger to the Historical Data Server can be delayed by 1 to 5 minutes. The data for the last interval might not be in the HDS yet.</p> <p>This could also be because the Logger connected to the HDS has gone offline or because the Logger went offline and is now in the process of recovering. When the Logger fails, the HDS does not switch to the back up Logger. Instead, it waits for its Logger to recover. When the Logger recovers, it begins receiving current data and recovers data from the back up Logger for the time it was down. Once data recovery is complete, the Logger begins to send the recovery data to the HDS. Report data for the selected interval is available once the Logger has completed recovery and the data is replicated to the HDS.</p> <p>This problem could also occur if the HDS has gone offline or because the HDS went offline and is now in the process of recovering. If it is recovering, data for the selected interval will be available when recovery for that interval is complete. If the HDS has failed, the data for that interval will be available when the HDS comes back up and completes recovery for that interval. In either case the data is still on the Logger and is not lost.</p> |
| Recommended Action | No action is necessary; the data will appear in reports when the recovery and/or replication processes are complete. Try running the report again in several minutes. |
| Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. |