

Troubleshoot Analytics and Export Problems

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This page helps you resolve missing project analytics, unavailable version comparisons, and problems exporting reporting data. Use these steps before escalating an operations-support request so you can confirm that you are viewing the correct project and that its latest processing has completed.

Overview

Atloria provides project-level analytics and version comparison views to help you understand project activity and changes over time. You may need these views when a project dashboard does not show expected data, when comparison results are incomplete, or when you need to download results for offline reporting.

Analytics and comparisons depend on the selected project and its available project versions. If you are looking at a different project than expected, or if the latest project processing has not completed successfully, the information you expect may not yet appear.

When reporting data is available, you can use **Export CSV** to download it. If the export does not contain the expected records, first confirm the active project and the information currently displayed on screen.



Screenshot pending: Project analytics screen showing project-level metrics and reporting information.

Prerequisites

Before you begin, make sure you have:

- Access to the **Projects** area.
- Permission to open the relevant project dashboard.
- The correct project name or a distinctive search term.

- At least one completed project version if you need to use version comparison.
- A browser that permits file downloads for CSV exports.
- A completed or successfully processed project if you expect current analytics to be available.

Step-by-Step Instructions

1. Open **Projects**.

If you are not already in the project workspace, select **Projects** from the application navigation. If you are in another project view, select ← **Back to Projects** to return to the project list.

2. Find the affected project.

Use **Search projects...** to search within the project list. If you need to locate a project across your accessible work, use **Search across all projects...**

Confirm that the project you open is the one associated with the missing analytics or export. Similar project names are a common reason for reviewing the wrong dashboard.

3. Open the project dashboard.

Select the project, then choose **Open Project Dashboard**. This opens the focused workspace for the selected project.

4. Check whether the project has completed processing.

Review the project's current processing outcome before relying on analytics or comparisons. A successful result is indicated when processing has completed successfully with no errors. A project can also complete with warnings; in that case, some results may require review before they are reflected as expected.

If processing is still in progress, wait for it to finish, then refresh the dashboard and review the analytics again.

5. Open the project analytics view.

From the selected project's workspace, open the project analytics screen. Review the metrics currently shown for the active project.

If analytics are missing, first verify:

- You opened the intended project.

- The project processing has completed.
- You are not expecting data from a different version or another project.

6. Review version comparisons when analytics differ between releases.

Open the project's versions area, then open the version comparison screen. Select the versions you want to compare from the available project versions.

If you cannot make a meaningful comparison, confirm that both versions exist and that each version has completed processing. A comparison can only reflect information available from the selected versions.

 *Screenshot pending: Version comparison screen with two project versions selected for review.*

7. Export the visible reporting data.

When the report or analytics results you need are displayed, select **Export CSV**.

Your browser should download a CSV file. Open the downloaded file and verify that it contains the same information you expected to see in the current report or analytics view.

8. If the export does not download, try again after checking browser download settings.

Confirm that your browser has not blocked the download or saved it to an unexpected location. Return to the report, select **Export CSV** again, and look for the browser's download indicator.

9. Request support if the issue continues.

If the project is correct, processing has completed, and analytics, comparisons, or exports are still unavailable, select  **AI Support** or contact your operations support process. Include the project name, the affected version or versions, and a description of what you expected to see.

Tips and Best Practices

- Start from **Projects** rather than relying on a previously opened browser tab. This helps ensure that you are working in the correct active project.
- Use **Search projects...** for a known project and **Search across all projects...** when you are unsure where the project is located.

- Wait for processing to complete before checking analytics. Results are most reliable after the project has completed successfully with no errors.
- Treat processing warnings as a reason to review results carefully. A completed project with warnings may not provide the same complete view you expect from a project completed without errors.
- For comparisons, verify both selected versions before drawing conclusions. Comparing an older version with a newly processed or incomplete version can make expected changes appear missing.
- Export only after you have verified the on-screen report. **Export CSV** downloads the information represented by the report you are viewing; it does not correct missing analytics or add data from another project.
- Keep the downloaded CSV with a clear name that includes the project and reporting date. This makes later reconciliation easier.

Related Pages

- [Manage Projects](#)
- [Open and Review a Project Dashboard](#)
- [Review Project Versions](#)
- [Compare Project Versions](#)
- [Use Project Analytics](#)
- [Get Help from AI Support](#)

Troubleshooting

Analytics are missing or do not show expected project information

Problem: The project analytics screen is empty, incomplete, or does not match the information you expected.

Cause: You may be viewing the wrong project, the project may still be processing, or the most recent processing may have completed with warnings rather than without errors.

Solution: Return to **Projects** and use **Search projects...** to locate the intended project. Select **Open Project Dashboard**, confirm that processing has completed, and then reopen the analytics screen. If the result completed with warnings, review the project carefully and allow any outstanding work to finish before checking analytics again.

Version comparison is unavailable or does not show expected changes

Problem: You cannot compare versions, or the comparison does not show the changes you expected.

Cause: The project may not have two appropriate versions available, one of the selected versions may not have completed processing, or the wrong versions may be selected.

Solution: Open the project's versions area and confirm that both versions exist. Open the version comparison screen and select the intended versions again. Verify that each version has completed processing before reviewing the comparison results.

Export CSV does not download or contains unexpected data

Problem: Selecting **Export CSV** does not create a file, or the downloaded CSV does not contain the records you expected.

Cause: Your browser may have blocked or redirected the download, or the report on screen may be for a different project or result set than intended.

Solution: Check your browser's downloads list and download permissions. Then return to the report, confirm the active project and visible information, and select **Export CSV** again. If the exported data still differs from the on-screen report, contact support through  **AI Support** and provide the project name, the time of export, and the expected versus actual result.