Stuck Monitors

There is a chance at some point in time you have had the experience of a "stuck" monitor. This experience can be frustrating, particularly if you are on a deadline. But before offering practical solutions for this issue, it is important to describe what is meant by the word "stuck."

WHAT DEFINES A "STUCK" MONITOR?

Typical Analysis Expectations

First, there is a difference between a monitor that is perhaps *generating slowly* versus one that is *stuck*. A slow generating monitor (which can be due to a variety of factors) will eventually complete itself. The time it takes for a monitor to run is very dependent on the volume of the conversation being captured, the complexity of the keywords being used to analyze it, and the length of the date range. If you run a Buzz monitor over the course of 2 days, the monitor should be done within minutes. If you run an Opinion monitor back until 2011 using a very long set of broad keywords, this will likely take significantly longer.

Stuck vs. Slow Monitors

Every day we are working towards the goal of making our analyses faster, but they will still be subject to the complexity of the search as mentioned above. In a stuck monitor, the situation is different. A common symptom of a stuck monitor is a 99% status that persists for a very long period of time (typically hours). Compounding this would be if you noticed no missing data in the date picker. When a monitor is generating, you will generally see a few gray bars for the days where data still has not been loaded. In many stuck monitors, all the data will appear loaded but the generating percentage will be stuck (most likely at 99%).

HOW DO I DEAL WITH A STUCK MONITOR?

What Not To Do

When monitors reach this point, there are a few options. Before we get to them, it is crucial to understand what *not* to do. For many people, the first reaction is to *reset* the monitor. The problem with this tactic is that a stuck monitor is most likely waiting on only a day or two of data. By resetting, the monitor has to rerun **all the days again**, and your monitor will be put to the back of the data request queue. This option is obviously inefficient in that work already completed is repeated. From your perspective, resetting monitors should only be done when changes to setup/keywords/training are made, and you would like to have these changes applied to your historical data.

What To Do

Solution 1: Disable/Enable

If you feel that your monitor is stuck (based on what has been said), one very practical step you can take is to click the Edit button on the monitor results page which will bring you to the monitor setup screen. At the bottom of the page, you will see the button to **Disable Monitor**. If you click this, wait a few seconds for any existing tasks to stop, and then click **Enable Monitor**, you may be able to get the monitor generating again. This is a worthwhile test in those situations where you feel the monitor may have become hung up on one particular day. In most cases, after doing this, you will see the generation percentage return to 0%.

Do not be alarmed at this as no data has been removed that has been gathered up to that point. Give the monitor at least ten to fifteen minutes time to see if this action has been successful, refreshing the monitor periodically to see if it is making progress. If the monitor continues to remain at 0%, it most likely means that the monitor was not stuck, but rather waiting for some form of historical information (or dealing with a more latent content source).

Solution 2: Check Social Properties

1. Another potential issue is caused by pending social tasks. If you are using Instagram or Targeted Facebook as a content source, then your monitor is relying on data from those sources in order to finish running. Many times, the user that is pulling data for your content source will need to be re-authorized.
2. This is not, however, always an instance of just the user, but sometimes of the page. When you first add a page, we will begin gathering data; when using Facebook we will automatically pull up to a year of historical data. While this data is still downloading, your monitor will not completely finish generating.
3. The final option for Social Properties is that you may, in fact, be experiencing a rate limit.

MY MONITOR IS STILL NOT WORKING!

If All Else Fails...

If you are unsuccessful after completing the above, please feel free to file a ticket with a hyperlink to the monitor (or tell us your company/group name and the monitor's title). From here we should be able to assist with any further technical issues that may be occurring.