

# Data results do not always appear in the Operations Dashboard

## Information:

Environment
<ul style="list-style-type: none"><li>• Dynatrace Portal</li><li>• Operations Dashboard</li></ul>

Solution
<p>Data results may not appear in the <b>Operations</b> dashboard if data was not collected at the time the dashboard was last refreshed.</p> <p>Data may not be collected if one of the following is true:</p> <ul style="list-style-type: none"><li>• The test does not include a node from the region that is not displaying data results. For example, if the test includes nodes located in China only, the Europe and North America regions will not display data results.</li><li>• The test frequency is a longer time period than the dashboard refresh frequency. For example, if the test frequency is 60 minutes and the dashboard refresh interval is 5 minutes, the data results will disappear from the dashboard when it is refreshed after the test last ran. The data results will not appear in the dashboard again until the test runs again.</li><li>• A maintenance window is scheduled for the time interval that does not show data. For example, if a one-hour maintenance window has been added to a test and the start time is 30 minutes after a test last ran, that test will disappear from the dashboard on next refresh. The test will not appear in the dashboard again until the maintenance window ends and the test runs again.</li><li>• The test nodes selected for data collection are inactive. For example, if the test is configured to use a single node and that node is inactive because of planned maintenance or a service interruption, the test will not appear in the dashboard until the node is set to active and the test runs again.</li></ul>