

SOP 43 | Advanced administration

Inspect processing health and retry a failed job

Find processing failures and retry only after reviewing the issue.

For Web and mobile · Administrator / Supervisor

Before you start Support access is required. Associate uploads may need to arrive before analysis can finish.

Open Manage > Operational support

Step 1 Open processing health

Choose Manage and View processing health, or Operational support on mobile. Select the authorized property scope.

Step 2 Inspect the job

Read queue status, failure information and the associated session. Check device diagnostics and push delivery information when relevant.

Step 3 Review an eligible retry

For a job needing attention, select Review retry and investigate repeated failures before retrying.

Step 4 Queue and verify

Enter Reason for retry and select Queue this retry. Refresh the queue and later inspect the run's analysis result.

Processing queue

Showing the most recent 50 unfinished jobs. Investigate repeated capacity failures before retrying.

- [Run 10000000](#) · attention · 2 attempts · processing failed [Review retry](#)

Reason for retry [Queue this retry](#) [Cancel](#)

Review an unfinished job and give a reason before queueing its retry. Application component preview with training data.

Check your result The job shows its new queue state or a completed analysis result.

If something goes wrong Repeated capacity or processing failures need an administrator's investigation. Repeated retries alone are not a repair.