
Tech Tip of the Month

No Data Available for an On-at-a-Time Report?

When generating an On-at-a-Time report, the report is blank and the following message is displayed:

'No data to display for selected controllers within the desired date range'

Answer / Solution: The most common cause of a blank report is that a date range was selected that has no data. If you are certain you've communicated with the controller during the selected date range, verify that you are collecting flow recording data using Speed Communications or a scheduled task.

The controllers from which you can get flow recording data are:

- Standalone ET2000 (500 series),
- ET2000e controllers, or
- The master controller of a FlowSense chain.

Note: Flow recording data is not maintained during a power failure. This means if a controller loses power, all stored flow recording is lost.