

Troubleshooting Analytics in VisualSP Classic

 support.visualsp.com/knowledge-base/troubleshooting-analytics-in-visualsp-classic/

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Applies to: **VisualSP Classic**

Confirm that VisualSP has been deployed to this particular web application.

- **In Central Administration:**
 1. Go to **System Settings > Manage Farm Solutions**.
 2. Click on the **sharepointvideos.visualsp.wsp** solution.
 3. Look in the Deployed To section
- **In IIS:**
 1. Locate the web application on which VisualSP Analytics is not working.
 2. Expand the **_vti_bin** folder. confirm that there is a folder inside it named **SharePointVideos.VisualSP**.
 3. Expand the **SharePointVideos.VisualSP** folder and confirm that there is a file inside it named **Analytics.svc**.

Special Case: When attempting to access the VisualSP Analytics page, you see the following errors in the browser's console:

The following errors *may* indicate an issue with your Alternate Access Mappings for that particular web application, especially if it has changed since VisualSP was installed.

In IE 11 var xmlhttp = new XMLHttpRequest(); xmlhttp.open('GET',
 '/_vti_bin/SharePointVideos.VisualSP/Analytics.svc/GetJobSchedulerUrl?nocache='+new
 Date().getTime(), false); xmlhttp.send(null); window.location.href =
 JSON.parse(xmlhttp.responseText); X Invalid character

In Chrome: VM533:1 [Deprecation] Synchronous XMLHttpRequest on the main thread is deprecated because of its detrimental effects to the end user's experience. For more help, check <https://xhr.spec.whatwg.org/>. VM534:2 Uncaught SyntaxError: Unexpected token < in JSON at position 2 at JSON.parse ()

In Firefox: error.aspx?ErrorText=The Web application at <WEB_APPLICATION_URL>/_vti_bin/SharePointVideos.VisualSP/Analytics.svc/GetJobSchedulerUrl?nocache= could not be found. Verify that you have typed the URL correctly. If the URL should be serving existing content, the system administrator may need to add a new request URL mapping to the intended application.

Updated on April 1, 2020

Tagged: VisualSP Classic