

## How to Investigate Missing Runs

1. Confirm whether the check was paused or in a blackout period during the affected time period
  - a. Available in 'Edit' > 'Basic' and 'Advanced'
2. Open the check dashboard and search for the affected time period
  - a. Have the failures been happening often or was it one-off?
  - b. Was the alert for a specific location or across locations?
  - c. Knowing this can help narrow down the scope of troubleshooting \* Look for patterns across time periods and locations
3. Contact Rigor Support with the information you've uncovered from following the steps above