

Finding missing tickets in Flow

Tags: [Flow](https://pluralsight.knowledgeowl.com/help/search?phrase=:Flow) (<https://pluralsight.knowledgeowl.com/help/search?phrase=:Flow>)

Sometimes you may be unable to find tickets from your ticket vendor in Flow. Usually this happens because of a misconfiguration in either Flow or your ticketing vendor.

For information on the details of how and why information is included in Flow's ticketing reports, check out the [Troubleshooting ticket data](https://help.pluralsight.com/help/troubleshooting-ticket-data) (<https://help.pluralsight.com/help/troubleshooting-ticket-data>) article.

In this article

[Before you begin](#)

[Steps to find missing tickets](#)

Who can use this?

Core



Plus



Before you begin

Before you begin searching for missing tickets in Flow, gather the following information from your ticketing system.

Make sure you know:

- What project the missing tickets are in.
- What integration those projects are part of.
- What the ticket IDs and created dates for the missing tickets are.
- Who the ticket is or was assigned to
 - Who the ticket is currently assigned to
 - Who the ticket was assigned to when the sprint ended, if you use sprints
- What team the missing tickets should be associated with in Flow
- What issue types, like stories, product backlog issues, or epics, Flow should be reporting on

Important: If your missing tickets don't have assignees in your ticketing system, they won't appear in Flow reports. Make sure your tickets have assignees before looking for the tickets in Flow.

[back to top \(\)](#)

Steps to find missing tickets

Once you have your list of missing tickets and other information from the [Before you begin](#) section, follow these steps to understand why your tickets are missing and resolve the issue.

Once you've gone through every step below, wait for Flow to reprocess your data. Check the **Last processed** date in the top right of Ticket log, Retrospective, or Sprint movement to see if Flow has reprocessed your data since you made changes.

Ticket log Last processed: 10:05 22 Nov 2022 [Edit configuration](#)

Note: There are often multiple configuration changes to make when tickets are missing. To ensure all necessary adjustments are made and reduce your time spent doing additional troubleshooting, follow all the steps listed below.

After Flow reprocesses your data, check whether your missing tickets are visible in Flow.

1. Check if your integrations and projects are healthy.
 1. Go to the **Integrations** page:
 - Check the **Data status** column for your integration. Learn more about the different [integration data statuses](https://help.pluralsight.com/help/rate-limits-for-integrations) (<https://help.pluralsight.com/help/rate-limits-for-integrations>).
 - If your integration has a status other than **Healthy**, follow the directions in Flow to get your integration to a healthy place.
 2. Go to the **Ticket project** page:
 - Find your affected ticket project.
 - Check to make sure the **Data status** column is green and shows the project is **Healthy**. If it isn't, follow the directions in Flow to resolve the issue.
 3. On the **Ticket project** page:
 - Make sure the **Configuration status** for the affected projects is either **Configured** or **Automatically configured**.
 - If the ticket project isn't configured, configure it. If it is configured, click **Edit configuration** and verify that your project is configured according to your workflow. Double-check that the **Ticket type assignment** mapping is correct and that all **statuses** map to your workflow correctly. Learn more about [configuring ticket projects](https://help.pluralsight.com/help/delivery-configurations) (<https://help.pluralsight.com/help/delivery-configurations>).

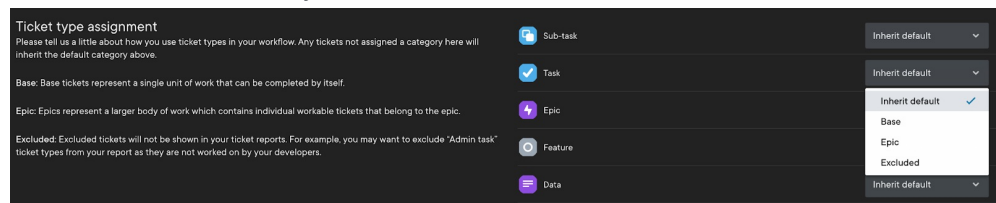
TICKET PROJECT	INTEGRATION	ADDED BY	DATA STATUS	LAST UPDATED	CONFIGURATION STATUS	CONFIGURE
QA	PS Cloud Jira	Athena Pantos	Healthy	an hour ago	Configured	Edit configuration
Support	PS Cloud Jira	Athena Pantos	Healthy	an hour ago	Configured	Edit configuration
Frontend Engineering	PS Cloud Jira	Athena Pantos	Healthy	an hour ago	Configured	Edit configuration

2. Once your integrations and projects are healthy, check to see if the missing tickets appear in [Ticket log](https://help.pluralsight.com/help/ticket-log) (<https://help.pluralsight.com/help/ticket-log>).

1. Search for the ticket by number. If it's in Ticket log, move on to step three.

2. If the ticket isn't in Ticket log:

1. Filter Ticket log to only show tickets created during the same timeframe as your missing ticket. Sorting data is easier when Ticket log shows fewer than 100 tickets.
2. Sort the report by Ticket IDs in ascending order. Look for large numerical gaps in your Ticket IDs to see if this is the only ticket missing or if there are many tickets missing.
3. If the missing ticket appears to be the only missing ticket:
 1. In your ticketing system, make sure the ticket has an assignee. Flow does not show tickets without assignees.
 2. In Flow, double check the [ticket project configuration \(https://help.pluralsight.com/help/delivery-configurations\)](https://help.pluralsight.com/help/delivery-configurations) to make sure the ticket project is configured and all ticket statuses are mapped.
 3. In Flow, make sure the ticket assignee from your ticketing system is [on a team in Flow \(https://help.pluralsight.com/help/flow-team-management\)](https://help.pluralsight.com/help/flow-team-management).
4. If you have multiple missing tickets, check if the ticket issue types are excluded from Flow.
 1. In your ticketing vendor, check to see what issue type these tickets are.
 2. In Flow, go to the ticket project configuration for the project that contains the affected tickets.
 3. In the **Ticket type assignment** section, find the issue types you located in your ticketing vendor, and make sure they aren't set to Excluded.



3. If the tickets show up in Ticket Log but not Sprint movement:

1. In your ticketing vendor, make sure:
 - The ticket was assigned to someone when the sprint ended. If it wasn't, Flow doesn't show that ticket in the report.
 - The ticket has a start date. A ticket gets a start date when it's opened and was moved to an **In progress** status. An end date isn't required for the ticket to appear in Sprint movement.
 - The ticket is part of a completed sprint.
 - The issue type isn't subtask. Subtasks don't appear in Sprint movement.
2. In Flow, make sure:
 1. The assignee is a [contributor on a team \(https://help.pluralsight.com/help/flow-team-management#view\)](https://help.pluralsight.com/help/flow-team-management#view) in Flow. If they are a viewer on the team, Flow doesn't include their data in Sprint movement.
 2. The current ticket status is mapped in the ticket project configuration.

Note: If tickets appear in Flow with a different assignee than in your ticketing system or are being associated with the wrong team, check to make sure [users are merged correctly](https://help.pluralsight.com/help/merge-users) (<https://help.pluralsight.com/help/merge-users>). If two users are merged accidentally, all data gets associated with one user, not both.

[back to top](#)

If you need help, please email [Support \(opens email form\)](#) () for 24/7 assistance.