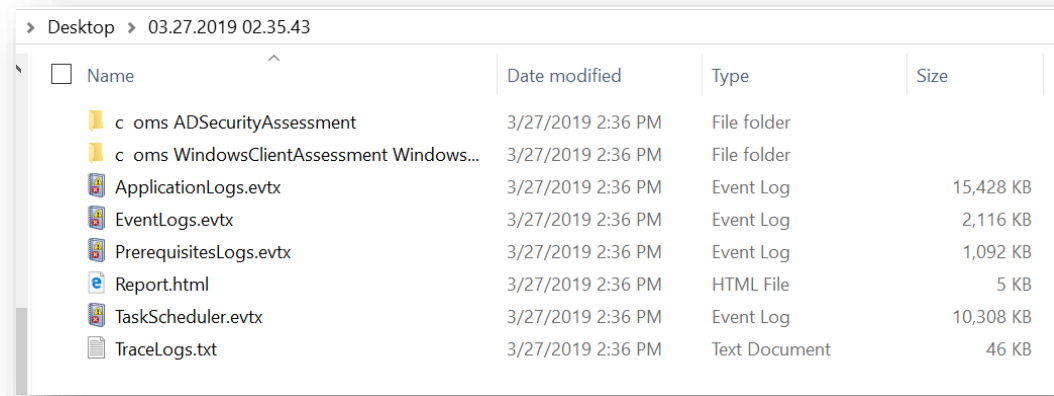


How to read Assessment Troubleshooting script zip folder?

1. We will see below files and folders after we extract zip folder.

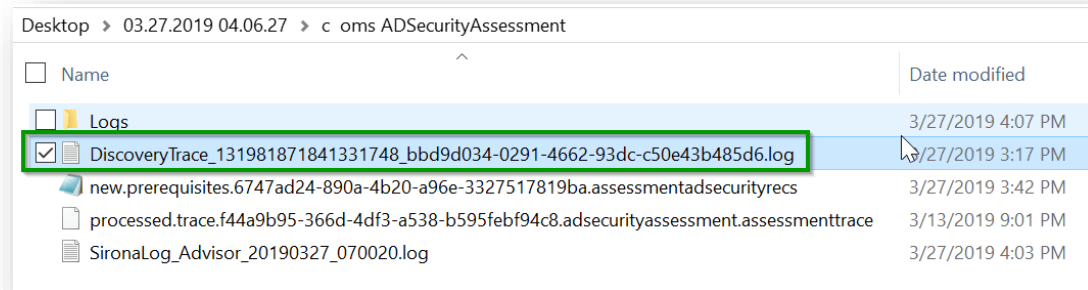


2. **Report.html** is the first file to open to see all issues found by the Troubleshooting script. You will see something as below:

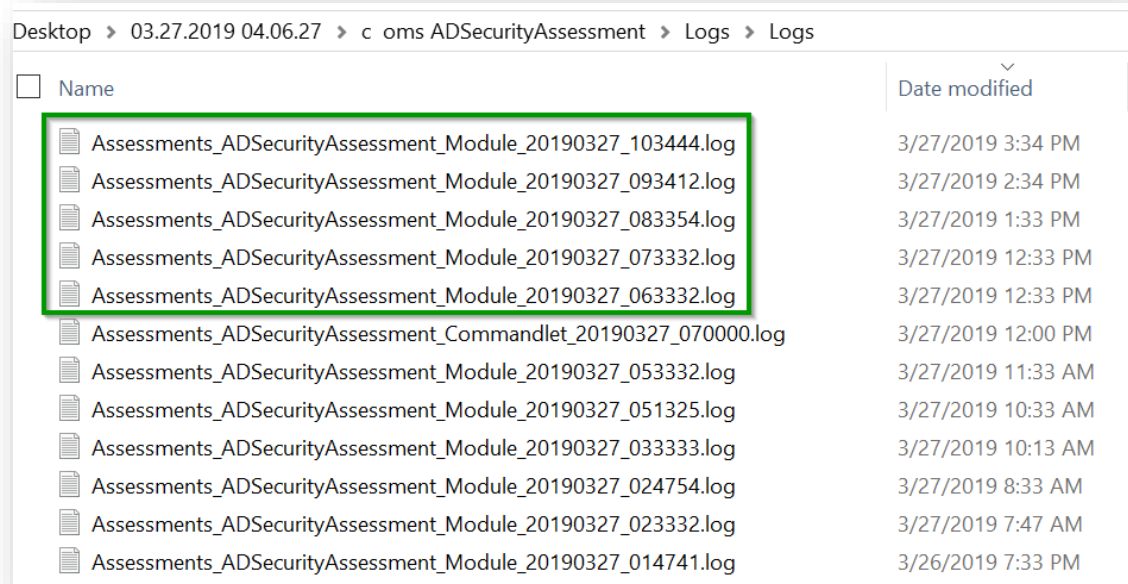
#	Problem Description	Fix Action	Links
1	User logoff is not configured.	Do not forcefully unload the users registry at user logoff is not configured.	https://docs.microsoft.com/en-us/services-hub/health/assessments-troubleshooting#verify-the-user-account-group-policies
2	Office 365 assessment unable to find credentials in Windows Credential Manager. This usually happens when scheduled task is configured to run as a different user than the one who is running the Add-* cmdlet.	Login as the user who will run the scheduled task and run the add-* cmdlet to install the Office 365 assessments.	No Links

3. Go through each Problem Description and apply Fix Action.
4. Run the Assessment Troubleshooting script again to make sure problems are resolved.
5. If the **Report.html** is blank, it indicates that troubleshooting script didn't find any known problems.
6. **TraceLogs.txt** is the second file to open to see logs captured by the Troubleshooting script. Below are the details available in **TraceLogs.txt**.
 - a. PowerShell and CLR versions
 - b. Health Service exe location and version
 - c. OMS Assessments PowerShell DLL location and version
 - d. AAD Application Manager files location and version
 - e. List of OMS Assessments PowerShell module paths in \$env:PsModulePath
 - f. Assessments Task Scheduler tasks info with **run.cmd** content and last run results
 - g. Registry information for Assessments packages location and version
 - h. Cloud connection test results
 - i. Any UserName = <NULL> rows in the Discovery log file with file location and line number
 - j. Prerequisites, Trace files and Recommendations files location, file size and line count

7. To troubleshoot more, check for the errors in the **Discovery Trace file** present inside Assessment folder.



8. If all the above files look good and don't see any issue, check the latest 5 **Module log files** present inside Assessment → Logs folder.



9. For successful data upload, you should see something as below screenshot in the **Module log file** mentioned in #8,

```
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13  
[Information][SharePointOnlineAssessment]Sending 505 data row(s) to Health Service with flag  
to check later if all data row(s) received...  
[2019-03-26T16:21:19.9334505Z][7]ThreadId: 7  
[Information][SharePointOnlineAssessment]Data row(s) received by Health Service and  
requesting next data row(s) ...  
[2019-03-26T16:21:19.9334505Z][7]ThreadId: 7  
[Information][SharePointOnlineAssessment]Inside AcknowledgeTriggerItem method
```

```
Assessments_SharePointOnlineAssessment_Module_20190326_04219.log - Notepad
File Edit Format View Help
[2019-03-26T16:21:19.0723550Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]GetPropertyBagItemsFromFile, this will be total records in file, FilePath- C:\omstest\SharePointOnlineAssessment\new.recommendations.7e8ba72a-b990-40e4-b87f-09356a1b172e.assessmentsporecs, PropertyBagItemsCount 13
[2019-03-26T16:21:19.0723550Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]AddPropertyBagItemsFromFile, propertyBag.Count 13
[2019-03-26T16:21:19.0723550Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Adding PropertyBag items from file... FilePath: C:\omstest\SharePointOnlineAssessment\new.recommendations.95fe549f-48bf-4440-aa9b-668acde015ee.assessmentsporecs
[2019-03-26T16:21:19.0879802Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]GetPropertyBagItemsFromFile, this will be total records in file, FilePath- C:\omstest\SharePointOnlineAssessment\new.recommendations.95fe549f-48bf-4440-aa9b-668acde015ee.assessmentsporecs, PropertyBagItemsCount 477
[2019-03-26T16:21:19.0879802Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]AddPropertyBagItemsFromFile, propertyBag.Count 490
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Adding PropertyBag items from file... FilePath: C:\omstest\SharePointOnlineAssessment\new.prerequisites.7e8ba72a-b990-40e4-b87f-09356a1b172e.assessmentsporecs
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]GetPropertyBagItemsFromFile, this will be total records in file, FilePath- C:\omstest\SharePointOnlineAssessment\new.prerequisites.7e8ba72a-b990-40e4-b87f-09356a1b172e.assessmentsporecs, PropertyBagItemsCount 4
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]AddPropertyBagItemsFromFile, propertyBag.Count 494
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Adding PropertyBag items from file... FilePath: C:\omstest\SharePointOnlineAssessment\new.prerequisites.95fe549f-48bf-4440-aa9b-668acde015ee.assessmentsporecs
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]GetPropertyBagItemsFromFile, this will be total records in file, FilePath- C:\omstest\SharePointOnlineAssessment\new.prerequisites.95fe549f-48bf-4440-aa9b-668acde015ee.assessmentsporecs, PropertyBagItemsCount 4
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]AddPropertyBagItemsFromFile, propertyBag.Count 498
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]504 of rows read file from C:\omstest\SharePointOnlineAssessment
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Registry Key ShouldBatchRecommendations set to true to split into multiple batches.
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Creating List Collection (PropertyBag) batch(es) to upload data.
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]In total created 1 List Collection(s) (PropertyBag) batch(es).
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Preparing data row(s) to send to Health Service : 504, spread by 1 set(s)
[2019-03-26T16:21:19.1036042Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]-- BEGIN LOOP --: Preparing data row(s) set 1 of 1 to send to Health Service which will send to Cloud.
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Converting 504 data row(s) from List Collection (PropertyBag) to Dictionary Collection (dataItem before adding data row(s) to Queue to send to Health Service which will send to Log Analytics Cloud.
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Converted 504 data row(s) from List Collection (PropertyBag) to Dictionary Collection (dataItems total 504 data row(s)
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Adding 504 data row(s) to DataItemSender queue to send to Health Service which will send to Azure Analytics cloud.
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Item Count is 504 in dataItemQueue...
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Last batch of data row(s) sent. isLastBatch Batch is true, Batch 1
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]-- END LOOP --: data row(s) set 1 of 1 were sent to Health Service and remaining data row(s) set left: 0
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Operation]Assessment Execution Success Assessment execution was successful.
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Adding 1 data row(s) to DataItemSender queue to send to Health Service which will send to Azure Analytics cloud.
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Item Count is 505 in dataItemQueue...
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Completed sending new data row(s).
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Finally calling AcknowledgeComplete to send all data row(s).
[2019-03-26T16:21:19.1192293Z][13]ThreadId: 13 [Information][SharePointOnlineAssessment]Sending 505 data row(s) to Health Service with flag to check later if all data row(s) received.
[2019-03-26T16:21:19.9334585Z][7]ThreadId: 7 [Information][SharePointOnlineAssessment]Data row(s) received by Health Service and requesting next data row(s) ...
[2019-03-26T16:21:19.9334585Z][7]ThreadId: 7 [Information][SharePointOnlineAssessment]Inside AcknowledgeTriggerItem method
[2019-03-26T16:21:19.9334585Z][7]ThreadId: 7 [Information][SharePointOnlineAssessment]Requesting next data row(s).
[2019-03-26T17:21:19.0579454Z][12]ThreadId: 12 [Information][SharePointOnlineAssessment]Processing Assessment SharePointOnlineAssessment
```

10. If you see any issues/discrepancies in the files listed above, reach out to support team for more help.