

## Checking the MIS Import

If you have any issues with your users or groups within Frog, the first thing to check is your **MIS import**. If users haven't been updated, they're missing or they're not in the correct groups, the likelihood is that your MIS import hasn't completed successfully so you need to check this.

When logged in as an administrator you need to click on your **profile menu** in the top right-hand corner, and then select **system preferences**. From here, you need to scroll down the menu on the left and click on **maintenance**. **The bottom option in this sub menu is MIS Import**. In here you should see a box telling you that the latest MIS import completed successfully. If not, this may be why you're experiencing issues. Please use the Download Log button to get a copy of the import log and contact our **Service Desk** who will be able to investigate into why this is happening.

If the box is showing as successful, you need to check when the latest XML file was received from the MIS server. It might be that the import is working successfully but it is importing an old XML file.

The XML file contains all the information sent from your extractor to Frog so if this hasn't updated since last month, frog will be importing last month's information to the platform and your users won't be up to date. If your extractor is set to run every night but the xml file hasn't been updating, this means there is an issue with the extractor or the scheduled task.

If you're using a GroupCall extractor in conjunction with a Frog Extractor, there are a couple of things to check if you're experiencing issues. The first thing to check is the **Frog extractor** itself.

If you open it up, you should see the frog URL highlighted in Green to show you that the connection between the extractor and your frog platform is successful. There should also be a green test connection box highlighted at the bottom of this screen. This means the connection between the Frog and the Group call extractor is working. If the test connection is unsuccessful and red, you need to contact Groupcall to resolve the issue.

If everything is connected, you can try running a manual extract and see if that runs successfully. You can do this by clicking on the **extract/export** tab at the top of the window and then clicking run now button at the bottom. You can check the logs to see if this is running or whether it has failed.

If it works, you should see that the XML file has been sent to Frog by looking within the maintenance area in system preferences. If running this manually hasn't worked, you will need to contact GroupCall so they can investigate into this for you.

If the manual extraction has worked, it would point to an issue with the scheduled task that runs the extractor, so you need to check this. You will need to check the return code is successful and look for any other task that may be overlapping this one. We have also seen issues where running too many tasks has caused the extraction process to time out.

If you're only using a Frog Extractor that communicates directly with your MIS database and you're experiencing issues, then you need to open the Frog Extractor to try and diagnose any problems. If you open it up, you should see the frog URL highlighted in Green to show you that the connection between the extractor and your frog platform is successful. There should also be a green test connection box highlighted at the bottom of this screen. This means the connection between the extractor and your MIS database is working.

If the test connection is unsuccessful and red, there are a few things you need to check. You first need to ensure the server details and the database name are correct and if they are, but the connection still won't work, there may be an issue with the username or password. You will need to check this user still has access to the database and the password is correct. If this all looks ok, you will need to contact the Service desk and inform them that you have checked all the above but are still experiencing issues.