**Symptom:**

Selecting Analytics Tab return blank or empty page when

**Environment:**

SuccessFactors Analytics

**Cause:**

URL not set in provisioning for ‘Authorized SP Assertion Consumer Service Settings’. In this case in the Company Settings: WFA – the SSO was configured and all look fine but when accessing the Analytics tab, it return an empty page. (See the screenshot in replication steps below).

**Resolution:**

The Support engineer or Engineering team will have to check the setting in provisioning,

1. In provisioning instance landing page – select : Assertion Consumer Service Settings:

Verify that URL for login and logout: Assertion Consumer Service and Logout URL are populated (depending on the Data canter):

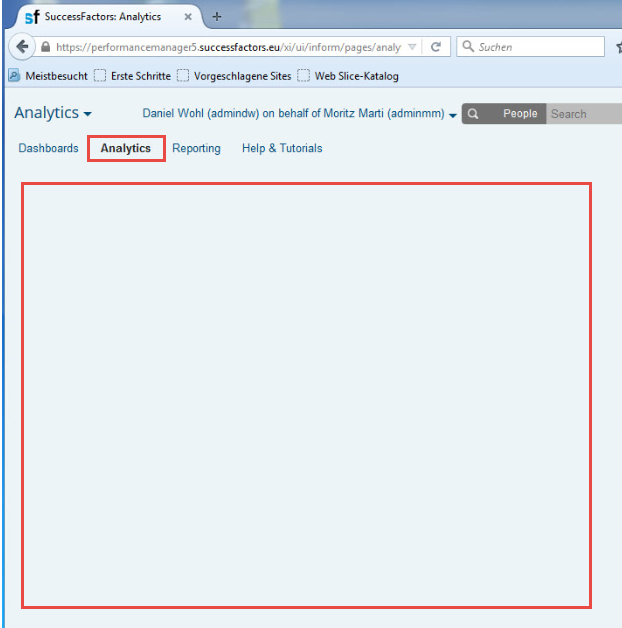
Example: DC 5/12:

* Assertion Consumer Service: https://analytics012.successfactors.eu/Production/Login.aspx
* Logout Url:

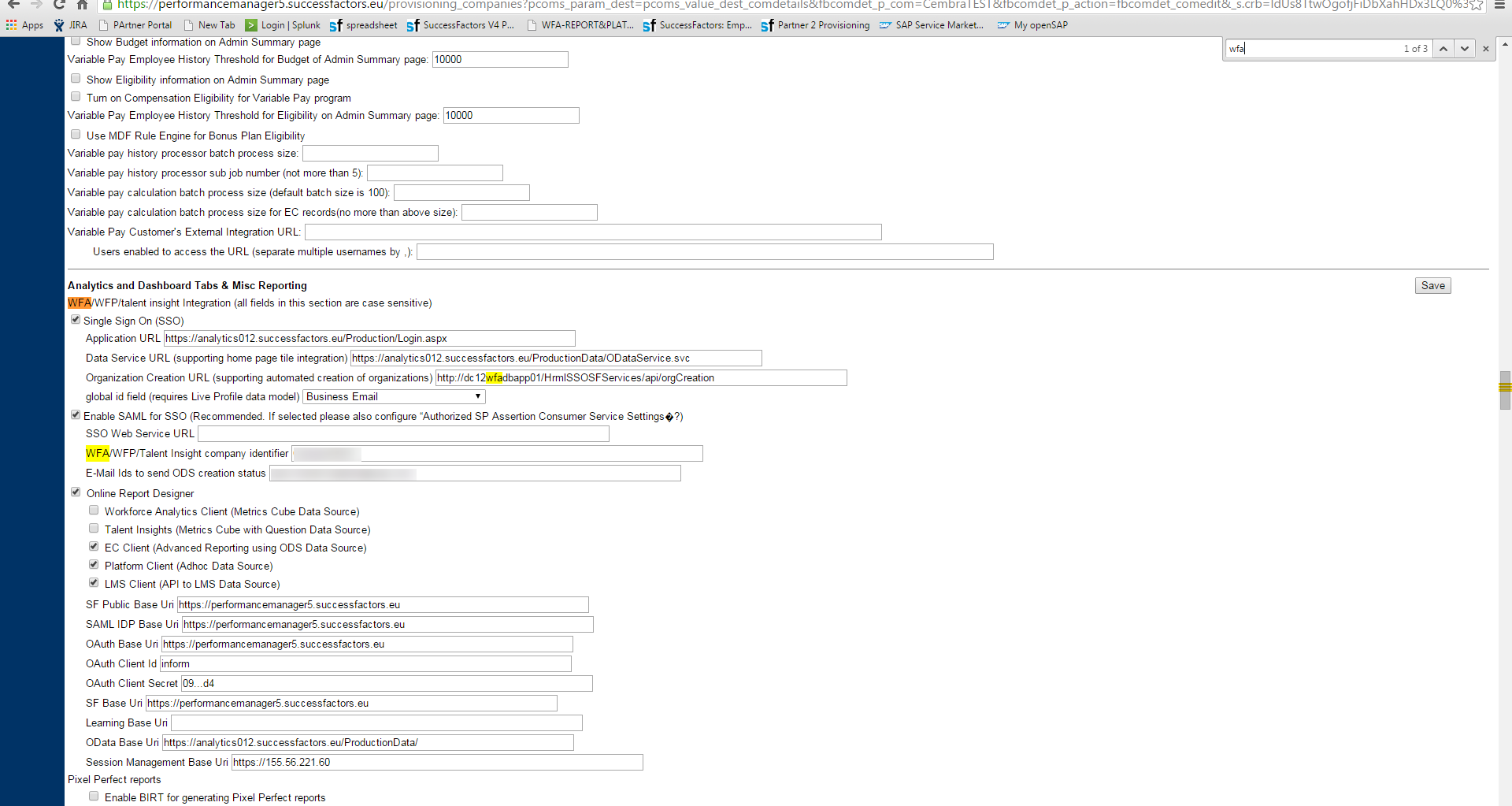
<https://analytics012.successfactors.eu/Production/HrmlLogout.aspx>

1. Also, check: Company Settings ->WFA -> SSO configuration.

Replications steps:



The WFA analytics /ORD looks fine:

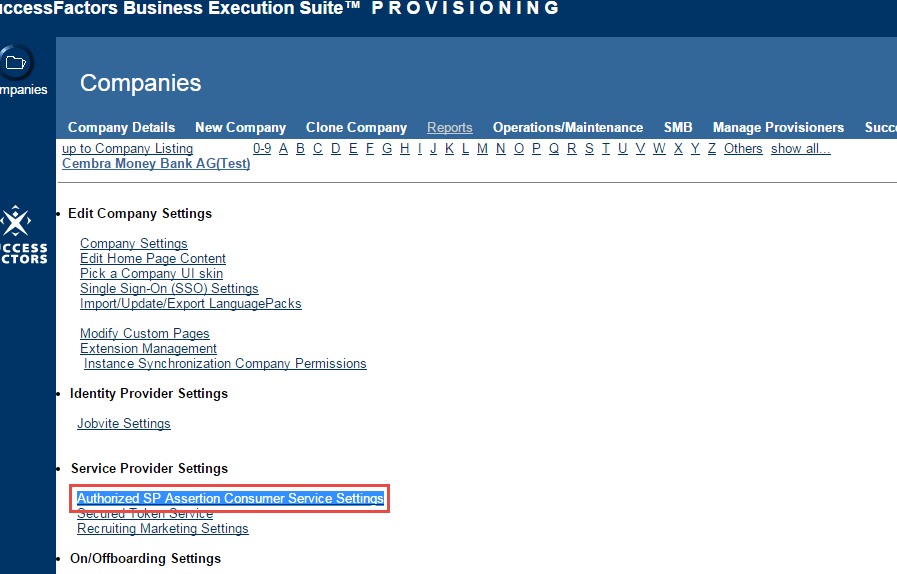


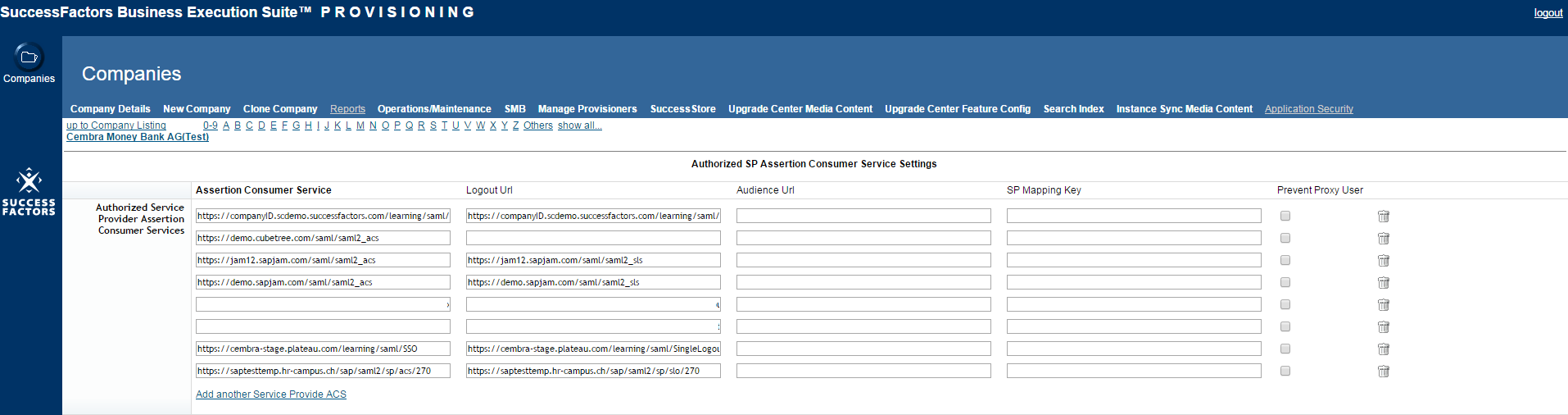
The Workforce Analytics -> Instance not found:

Go back in the provisioning:

Check: ‘Authorized SP Assertion Consumer Service Settings’

Assertion Consumer Service and Logout URL missing as seen below:



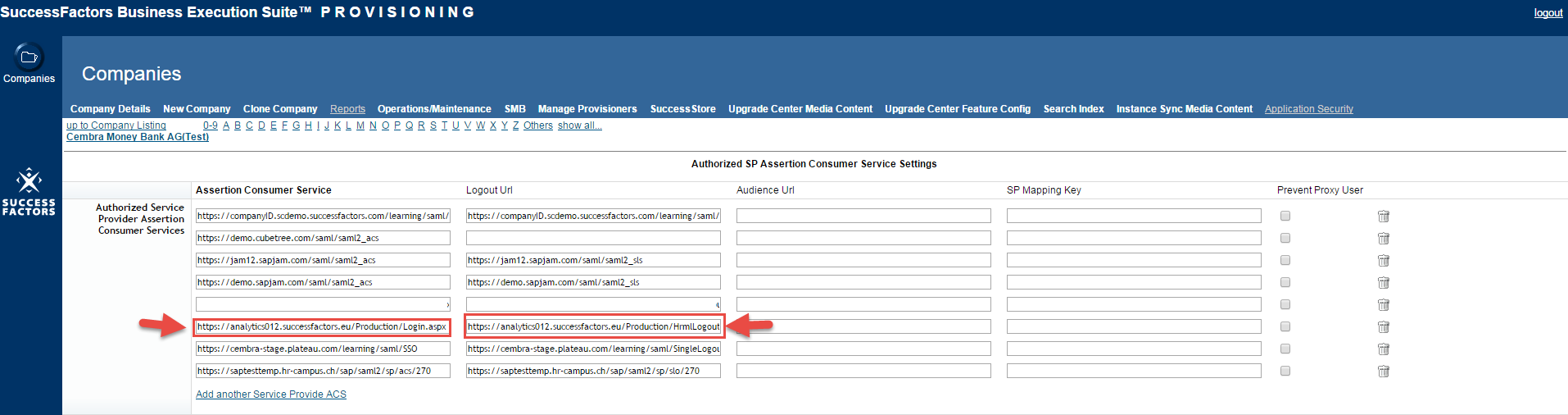


Check in the SSO setting the corresponding DC,

Adding the URL for login and logout: Assertion Consumer Service and Logout URL

Assertion Consumer Service=https://analytics012.successfactors.eu/Production/Login.aspx

Logout Url=https://analytics012.successfactors.eu/Production/HrmlLogout.aspx



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