RiskIDS Rule test results in empty records

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Summary

When you request a Rule test, the results return empty as if the rule test has not yet been started.

Problem symptoms / details.

After creating a rule you want to test it before activating it into production.

You click on the Rule test option marked in the image below, and enter the amount of days dating back from today to select the historical data you want to test the rule against.

In the screenshot below you’ll see the first three records are filled with data as you would expect them to be. The next three records are empty as in the description of this problem:
Problem Solution.

The reason for this issue could be 2 different things.

A: The Jobs service is not running.
Check if the service is running by

- Press Windows-key + R on your keyboard
- Type services.msc and press Enter
- Look for service “RiskIDS Jobs Server” and check if it is started. If not, start the service

B: The Jobs service is running but is not configured to start the test jobs

Browse to the Debug folder of the Jobs server and open the RiskIDSJobsServer.exe.config file.

RiskIDS_Version_4_4_226\Risk IDS Jobs Server\Risk IDS Jobs Server\bin\Debug\RiskIDSJobsServer.exe.config
Make sure the StartTestJobs value is set to "1" as in the below example:

```
<configuration>
  <system.diagnostics>
    <sources>
      <!-- This section defines the logging configuration for My.Application.Log -->
      <source name="DefaultSource" switchName="DefaultSwitch">
        <listeners>
          <add name="FileLog"/>
          <!-- Uncomment the below section to write to the Application Event Log -->
          <add name="EventLog"/>
        </listeners>
      </source>
    </sources>
    <switches>
      <add name="DefaultSwitch" value="Information"/>
    </switches>
    <sharedListeners>
      <!-- Uncomment the below section and replace APPLICATION_NAME with the name of your application. -->
      <add name="EventLog" type="System.Diagnostics.EventLogTraceListener" initialize="true"/>
    </sharedListeners>
  </system.diagnostics>
</configuration>
```

Restart the Jobs service via services.msc.