
Some users can't be find in Analytics by their primary identifiers

- **Article Type:** Q&A
 - **Product:** Alma
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Question

Student XXXXX exists in Alma but could not be find by primary identifier in Analytics. When using the filter "is equal to/is in' on this field we get an empty report.

Answer

The primary identifier of this user has 2 additional spaces after the last digit in the database, that are automatically deleted when filtering in Analytics.

Therefor the use of the 'is equal to/is in' filter can't retrieve it. In this case the use of the 'contains all' filter will solve the problem and retrieves the user.

Category: Analytics

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