


Understand import job and run statuses

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 This article describes a new feature which is currently in early access and not available for general use at this time. This will be available in a future release.

If you are interested in being an early access client, reach out to your Customer Success Manager.

Import job and run statuses alert you to when an import succeeds or fails.

These statuses allow you to [monitor progress through email notifications](#) and identify issues, and you can retry failed runs for jobs that don't complete successfully.

In this article, you will learn about the different job and run statuses and how to monitor unsuccessful runs.

Import job statuses

Status name	Definition	Next steps
Active	A job is scheduled to continue running.	No action required.
Completed	A job ran successfully and is not scheduled to run again.	No action required.
Draft	A job is in the process of being set up.	No action required.
Halted	A one-time or recurring job was paused by the system because of a failure.	Review the run history by clicking the Action menu on the job > View job details > Run history . This shows all runs related to that job. In Run History , review the run's Status column for information on why it halted
Paused	Someone has paused the job.	To reactivate the job so it runs, click on the Action menu on the job > Reactivate job.
Sampling	A job is in the process of being set up and is processing a sample file.	No action required.

Status name	Definition	Next steps
Sampling failed	A job is in the process of being set up and encountered an issue when processing a sample file.	<p>Within the job, check the Provide Sample File page.</p> <p>Here, you can change how the values in the sample file are mapped, or update the import method's character encoding and row or column delimiters, or upload a new file.</p>

Import run statuses

Status name	Definition	Next steps
Completed	The run finished and imported all data successfully.	No action required.
Failed	<p>The run stopped before ingesting any data.</p> <p>When a job fails, the system reruns the job five times in 15-minute intervals.</p> <p>After a failure, the job continues to run on its regular schedule.</p>	<p>Locate the run in Run History and click the download icon in the Failed % column.</p> <p>See Failure reasons for more information.</p>
Halted	<p>Halts require manual intervention to resolve.</p> <p>When a job halts, the system reruns the job five times in 15-minute intervals.</p> <p>If the issue persists after the retries, the system pauses the job.</p>	Locate the job in Jobs and hover over the red X icon in the Last 5 runs column to see the failure reason.
Importing	The records in the file have been validated and processed and are being imported into Bluecore.	No action required.
Partially Completed	The run ingested some data, but not the entire file.	Locate the run in Run History and click the download icon in the Failed % column.
Processing	The import completed and the records are being processed.	No action required.

Status name	Definition	Next steps
Validating	The records in the file are being validated.	No action required.

Failure reasons

Limit reached

You can only import a maximum of 10 million rows per Namespace per calendar month.

If you exceeded your limit but still need to import more data, contact support@bluecore.com.
