



Jessica Hatcher <jhatcher@redhat.com>

[Pendo] Re: Conversation with Jessica Hatcher

Julia Johnson (Pendo) <support@pendo.io>
Reply-To: Pendo <support@pendo.io>
To: Jessica Hatcher <jhatcher@redhat.com>

Tue, Feb 6, 2024 at 12:10 PM

##- Please type your reply above this line -##

Your request (168835) has been updated. To add additional comments, reply to this email.

The following people are currently CC'ed on this ticket (if any):



Julia Johnson (Pendo)

Feb 6, 2024, 12:10 EST

Hi Jessica,

So I reached out to some of our Engineers yesterday regarding the page tagging issue and they were able to also take a look into the guides being disabled on that main page.

They were able to locate that on the main page within your application code there are two functions that call `pendo.setGuidesDisabled()`. We aren't sure why the code is minified but it should help give your team a starting point for their investigation.

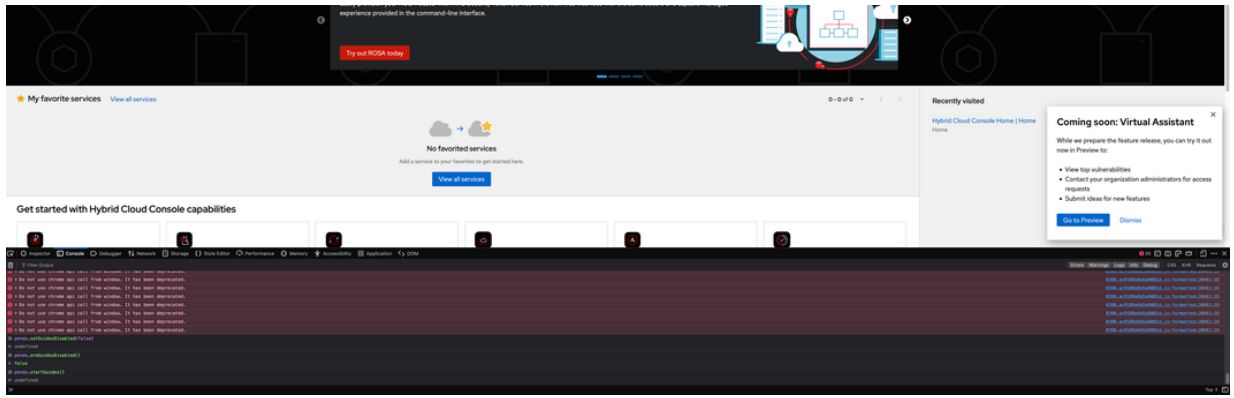
The screenshot shows a code editor with a search bar at the top left containing 'setGuidesDisabled'. Below the search bar, there are search results for files to exclude, with a list of 4 results. The first result is highlighted: 'apps/chrome/js/8398.ac9189e6d5a9081d.js (2 matches)'. To the right of the search results, a snippet of JavaScript code is visible, showing a function definition for 'setGuidesDisabled'.

```

22559
22560
22561
22562
22563
22564
22565
22566
22567
22568
22569
22570
22571
22572
22573
22574
22575
22576
22577
22578
function () {
  window.pendo &&
  'landing' === e ? c(
    {
      function () {
        var e,
        t;
        null === (e = window.pendo) ||
        void 0 === e ||
        e.setGuidesDisabled(!0),
        null === (t = window.pendo) ||
        void 0 === t ||
        t.stopGuides()
      }
    }
  ); window.pendo &&
  c(
    {
      function () {

```

Regarding the VirtualAssistant Guide and not being able to display properly, they made a copy of the [Guide](#) and of the [Page rules](#). He was able to set the guides to enabled and restarted the guides. Once he did that, the guide was able to display properly on the main page.



Once your team is able to fix the disabling of Guides within that main homepage, everything should work as expected. We also would suggest removing the 'Exclusion Rule' we added in yesterday to try to prevent the Guide from displaying on all of the other pages in the meantime. Your page rules should only have the one inclusion rule it had originally: `//*/`

Let me know if you have any questions. If your Dev Team needs to hop on a call with our Engineer regarding the Guide Disabling, let me know and I would be more than happy to help set something up.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]