When attempt to run a report, it just keeps spinning and then an error message pops up.


Applies to

- WorldShare Reports

Answer

The error message may say that the process "Rolled back because of a dead lock or timeout reason code 68" or something similar.

1. Clear the cache and cookies of the browser you are using
2. Close and then re-open the browser
3. Run the report again

If cleaning the cache and cookies of the browser does not clear the issue, please contact OCLC Support.