Why am I getting an 'Invalid date format' error when manually uploading COUNTER reports?

Last updated: Fri, 24 Jan 2020 16:06:21 GMT

Symptom

- When doing a manual report upload I get the message "Unable to validate harvest. Invalid date format. Update the format to mmm-yyyy (example: Jan-2012) and try the upload again."

Applies to

- WorldShare License Manager

Resolution

Check the content of the spreadsheet you are trying to upload.

1. Dates in your spreadsheet may be formatted in ways other than mmm-yyyy, such as dd-mmm-yyyy.
2. Right-click these dates and click Format. Under Number, set a format of mmm-yyyy.
3. The report should then upload correctly.

Additional information

Setup one-time and recurring harvests

Page ID

27851