Why am I seeing the error "Error encountered while harvesting" in License Manager?

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Symptom

• A SUSHI harvest failed with the error "Error encountered while harvesting."

Applies to

• License Manager

Resolution

This usually means that a part of your request could not be fulfilled. For example, did you request a date range that is not complete yet (ie. the current month rather than a completed month)? Also, are all of the report types you requested available from that vendor? If so, correct the dates requested or the reports that aren't provided and re-run the harvest.

If neither of these resolve the issue, contact OCLC Support with your library’s OCLC symbol, the vendor name and the report you are trying to run.

Additional information

There is a list of vendors available for SUSHI harvesting with their settings.