Why is our scheduled report failing to come through?


Symptom

• Scheduled reports from Report Designer failing to deliver

Applies to

• WorldShare Analytics
• WorldShare Reports
• Report Designer

Resolution

Short introduction or instructions to follow these steps:

1. Go to Analytics > Reports > Report Launch Pad.
2. Right-click the report and select "History", which will show you the particular instance failure.
3. Submit this information to OCLC Support

Additional information

If the scheduled report continues to fail, as a workaround, run the report manually by going to Analytics > Reports > Reports and selecting the respective report.

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