Why is our scheduled report failing to come through?

Last updated: Thu, 03 Nov 2022 21:18:33 GMT

Symptom

• Scheduled reports from Report Designer failing to deliver

Applies to

• WorldShare Analytics
• WorldShare Reports
• Report Designer

Resolution

Follow these steps to identify the failed report delivery:

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.

Page ID

41024