

m-Fin How-to: Troubleshooting Scheduled Reports ^[1]

Have your scheduled reports suddenly stopped running? Try these troubleshooting tips to get them working again.

Read the procedures

Step 1: Verify the scheduled report is still active.

1. Click on **My content** to access your scheduled m-Fin reports.
2. Locate the scheduled report you want to update and click the **More** menu, the three dots to the right of it.
3. Select **Properties**
4. Select the **Schedule** tab
5. **Verify the schedule is enabled** - The button to the left of **Enable** will be blue. If it has been disabled, click the button to enable it.
6. Click the **Edit** link
7. **Verify the schedule end date** - Scroll down to the *Period* section. Verify the end date has not passed or **No end date** is selected.

Step 2: If no issues were noted in Step 1, or if CU-Data prompts you to renew your credentials, follow the steps below.

1. Click user icon on the top right of the CU-Data page
2. Click **My Preferences**
3. Select the **Personal** tab
4. Click **Advanced**
5. Click the **Renew** link, to the right of **Credentials**
6. Enter your user name and password
7. Click **OK**

If you are still experiencing issues after following these steps, contact FinPro Help.

Have a question or feedback?

Questions & Feedback ^[2]

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[1] <https://www.cu.edu/controller/m-fin-how-troubleshooting-scheduled-reports>

[2] <https://www.cu.edu/controller/forms/questions-feedback-0>