m-Fin How-to: Troubleshooting Scheduled Reports

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 FSS@cu.edu

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