Sierra circulation

Statistics and Web Management Reports Troubleshooting Guide

## Data for the wrong month displays, or the user is not prompted to select a date range, when preparing circulation statistical reports in the Web Management Reports Browser Interface.

**Cause:** Web Management Reports caches older versions of a report so that if a user requests the same report again, it can be prepared more quickly. Sometimes this results in an outdated report displaying when a new report is needed.

**Resolution:** Click the Recalculate button at the top of the report, or Clear Existing Tables.

## In the hourly circulation activity report, circulation statistics display for 4am, but the library is closed at this time.

**Cause:** These statistics represent backdated checkins.

**Resolution:** No resolution required.

## A recently created locations served entry does not display in the Web Management Reports interface.

**Cause:** The Web Management Reports processes must be restarted after changes to the locations served table.

**Resolution:** Go to

 **A > ADDITIONAL system functions**

 **R > RESTART a process/terminal**

Identify the processes that start with "Web Management Reports" or "Web Report" and restart them.

## A “Miscellaneous” slice appears in pie chart results.

**Cause:** Pie charts display segments that are less than 5% of the total in a slice labeled Miscellaneous. All slices that are less than 5% of the total will be combined into the Miscellaneous category. If all slices in the pie chart each represent less than 5% of the total, the entire chart will be labeled Miscellaneous, and the system will display the message All values below 5%. Pie chart cannot display these proportions.

**Resolution:** No resolution required.

## When limiting a report to specific terminal numbers (statistic group numbers), some of the numbers on my system do not appear for selection in the list.

**Cause:** When terminal number (statistic group number) selection is offered for any report, those numbers without statistics will not display for selection.

**Resolution:** No resolution required.

## After a user chooses a report and enters user initials and password, the screen fills with password authentication windows and the selected report doesn't display.

**Cause:** Web Management Reports uses "cookies" to maintain the connection between the client browser and the server. If your browser has the cookie feature disabled, each frame will be forced to request authentication every time it requests information from the server.

**Resolution:** Enable cookies in your browser.

## After an IP/domain change, Web Management reports are unreachable.

**Cause:** Your manage.html file has the wrong IP address specified.

**Resolution:** To display your Web Management Reports, adjust the IP address specified in the /screens/manage.html file. For more information, see the [Changing IP Address or Domain Name](https://iii-itlc.s3.amazonaws.com/LibGuides/LibGuides%2BArticles%2Band%2BDocs/Sierra/System%2BAdministration/Articles/SYS%2BSierra%2BHTG%2BChanging%2BIP%2Bor%2BDomain%2BName%2B20220301.pdf).

## Reports don't download, display properly, or otherwise work as expected.

**Cause:** Your workstation's version of Java is not the most current version.

**Resolution:** Go to <http://www.java.com> to get a current version.

## The left frame displays no options.

**Cause:** Your workstation's JRE (Java Runtime Environment) is not the current JRE. Innovative applications that use a browser, such as the Web Management Reports, use your local version of the JRE, which is installed separately and is not the JRE installed from CSDirect Downloads.

**Resolution:** To update your client PC's JRE, you must download an updated JRE from Sun.

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