

# University of Wisconsin System - HRS

## Common Problems Running HRS Reports

4/28/2011



# Problems Running HRS Reports

- Common Problems that people are encountering:
  - “I’m not sure that my report’s running, so I’ll rerun it...”
  - “I don’t understand what it means when it says my report’s Run Status is “Queued” or “Initiated”...”
  - “It says my report is a “Success”, but I when I click on “View Log/Trace”, nothing happens...”
  - “I ran my report twice with different parameters, but I got the same output on both copies...”
  - “I ran a query and I didn’t get any output...”
  - “My report/query is running FOREVER...”
  - “I ran a report/query and it had too much information...”

# “I’m not sure that my report’s running, so I’ll rerun it...” (How to tell that your report is running)

**THIS IS HOW YOU CAN TELL  
THAT YOU SUBMITTED THE REPORT:**  
*The Process Instance #  
Appears after Report is Submitted to Run*

UW Probation Report

Run Control ID: mea

[Report Manager](#) [Process Monitor](#)

Process Instance:25921

Report Request Parameter(s)

As Of Date: 04/10/2011

Department: L%

(Note: Blank for All Departments)

Click Here to go to the  
Process Monitor  
to see report progress

- Once you submit your report to run, you will see a “**Process Instance**” number on the **Report Parameter** page
- Click on the **Process Monitor** link to see Report progress & results
- **DO NOT “re-run” your report until the “first run” is finished** – running multiple instances of a report can bog down the server and can impact other users – please wait!

# “I don’t understand what it means when it says my report’s Run Status is “Queued” or “Initiated”...”

**This is the “Process Monitor” screen...**

The screenshot shows the 'Process Monitor' interface with a 'Server List' tab selected. The 'View Process Request For' section includes filters for User ID (MEANDERSOI), Type, Last (1 Days), Server, Name (UWBNR022), Instance, Run Status, and Distribution Status. A 'Refresh' button is present. Below is a table with columns: Select, Instance, Seq., Process Type, Process Name, User, Run Date/Time, Run Status, Distribution Status, and Details. The first row shows a process with Instance 24159, Process Type 'SQR Report', Process Name 'UWBNR022', User 'MEANDERSON23', Run Date/Time '04/11/2011 9:03:50PM CDT', and Run Status 'Queued'. The second row shows Instance 24114 with Run Status 'Success'.

**Queued = “Waiting to Run”**

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	24159		SQR Report	UWBNR022	MEANDERSON23	04/11/2011 9:03:50PM CDT	Queued	N/A	<a href="#">Details</a>
<input type="checkbox"/>	24114		SQR Report	UWBNR022	MEANDERSON23	04/11/2011 1:20:18PM CDT	Success	Posted	<a href="#">Details</a>

- **Run Status:** **Queued** (Waiting) -> **Initiated** (Ready to Run) -> **Processing** (Running) -> **Success** (Report Ran to Success) – or – **Error** (Report Encountered an Error)
- **Queued means “Waiting”** - The system will process this job as soon as it gets to it, there are other processes ahead of it (probably other people’s reports). There is no need to re-run this job because it will begin to run soon.
- **Initiated means “Ready to Run”** - The job will begin processing soon. Again - no need to re-run this job. It will run soon!

“It says my report is a “Success”, but I when I click on “View Log/Trace”, nothing happens...”

*This is the “Process Monitor” screen...*

Process List **Server List**

View Process Request For

User ID: MEANDERSOI Type: Last: 1 Days Refresh

Server: Name: UWHRR012 Instance: to

Run Status: Distribution Status Save On Refresh

Process List Customize | Find | View All | First 1-2 of 2 Last

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	25924		SQR Report	UWHRR012	MEANDERSON23	04/27/2011 7:02:55PM CDT	Success	N/A	<a href="#">Details</a>
<input type="checkbox"/>	25921		SQR Report	UWHRR012	MEANDERSON23	04/27/2011 6:23:06PM CDT	Success	Posted	<a href="#">Details</a>

Success N/A =  
“Not Ready Yet”

Success Posted =  
“Ready!”

■ Run Status = “Success”, but...

- **Distribution Status = “N/A”** – The report output is not available yet, but will be soon. You must wait until it says...
- **Distribution Status = “Posted”** – The report output is available, NOW click on the “**Details**” link to get your report...

“It says my report is a “Success”, but I when I click on “View Log/Trace”, nothing happens...”

*This is the “Process Detail” screen...*

Process Detail

Process	
Instance: 25924	Type: SQR Report
Name: UWHRR012	Description: Probation Report
Run Status: Success	Distribution Status: Posted

Run	Update Process
Run Control ID: mea	<input type="radio"/> Hold Request
Location: Server	<input type="radio"/> Queue Request
Server: PSUNX	<input type="radio"/> Cancel Request
Recurrence:	<input type="radio"/> Delete Request
	<input type="radio"/> Restart Request

Date/Time	Actions
Request Created On: 04/27/2011 7:03:00PM CDT	<a href="#">Parameters</a> Transfer
Run Anytime After: 04/27/2011 7:02:55PM CDT	<a href="#">Message Log</a>
Began Process At: 04/27/2011 7:03:11PM CDT	Batch Timings
Ended Process At: 04/27/2011 7:05:10PM CDT	<a href="#">View Log/Trace</a>

Black, No Underline = “Not Ready Yet”

[View Log/Trace](#)

[View Log/Trace](#)

Blue & Underline = “Ready!”

■ Run Status = “Success”, but...

- **Distribution Status = “N/A”** – “View Log/Trace” is black and no underline – the link to report output isn’t ready yet
- **Distribution Status = “Posted”** – “View Log/Trace” is blue and underlined – NOW click the link to see report output...

**“I ran my report twice with different parameters, but I got the same output on both copies...”**

The image displays two side-by-side screenshots of the 'Overtime & Comp Time Report' web interface. Both screenshots show the same report parameters, but with different dates circled in red. The left screenshot shows the 'Begin Date' as 12/01/2010 and the 'End Date' as 12/31/2010. The right screenshot shows the 'Begin Date' as 01/01/2011 and the 'End Date' as 01/31/2011. Both screenshots show the 'Run Control ID' as 'mea' and the 'Language' as 'English'. The 'Process Instance' number is 25933 for the left and 25934 for the right.

*I ran the same report twice, one for December, 2010 and the next for January, 2011 ... BOTH reports had the SAME results – both for **January, 2011!!!!** WHAT HAPPENED?*

***ANSWER:** I ran the 2<sup>nd</sup> report with the same Run Control ID (“mea”), before the 1<sup>st</sup> report PROCESSING, so...*






*The 1<sup>st</sup> report used the **latest parameters** (January, 2011) from the **Run Control ID** “mea”, which I changed before the 1<sup>st</sup> report began processing!!!!*

***You Have Two Options:***

- 1) Don't do a “2nd run” of your report until the “1st run” is finished (best option)*
- 2) Create a different Run Control ID for the “2nd run”*






# “I ran a query and I didn’t get any output...”

## UW\_TL\_768\_TLER - TL Exception Report


Begin Date: 04/16/2011   
End Date: 04/30/2011   
DeptID:    
Group ID: %   
EmplID: %   
Employee Classification:  

WHY IS THIS BAD?

## UW\_TL\_768\_TLER - TL Exception Report

Begin Date: 04/16/2011   
End Date: 04/30/2011   
DeptID: A06   
Group ID: %   
EmplID: %   
Employee Classification: CL 


WHY IS THIS BETTER?


- **QUERIES** – If you leave a parameter “empty” in a query, it will NOT return any results. You may need to use the “%” wild card...
- The “%” wild card means “return all...”, avoid using it when possible.
- Try to use specific parameter values instead.
- Use the “look up” hourglass icon  to look up parameter values
- In general – the more you use “%”, the longer it takes to run, and the more information you’ll get back.





“My report/query is running FOREVER...”  
“I ran a report/query and it had too much information...”

#### UW\_TL\_768\_TLER - TL Exception Report


Begin Date:  

End Date:  

DeptID:  

Group ID:  


EmplID:


Employee Classification:  


WHY IS THIS BAD?


WHY IS THIS BETTER?

#### UW\_TL\_768\_TLER - TL Exception Report


Begin Date:  


End Date:  

DeptID:  

Group ID:  

EmplID:

Employee Classification:  

- **REPORTS & QUERIES** – Use specific Parameters to limit your report results to “only what you need”
- The “%” wild card means “return all...”, avoid using it when possible.
- Try to use specific parameter values instead.
- Use the “look up” hourglass icon  to look up parameter values
- In general – the more you use “%”, the longer it takes to run, and the more information you’ll get back

# Report Resources

- Use the HRS Knowledge Base to search for information about a report: <http://kb.wisc.edu/hrs/>
- Additional “generic” report training on [Desire2Learn](#), “Reporting Fundamentals” course:
  1. Go to Desire2Learn at [www.uwsa.edu/d2l](http://www.uwsa.edu/d2l)
  2. Login with your campus credentials.
  3. Click the Self Registration link in the top left corner.
  4. Choose the course you want to register for (i.e. Reporting Fundamentals).

# Questions?

