Why did I receive an error message when I tried to access a Report in EBSCOadmin?

If you have received an error message when trying to view a report in EBSCOadmin, it may have occurred because:

- The system timed out while the request was in progress.
- The reporting service was not available at the time of the request.
- Your EBSCOadmin access does not include permission to access the selected report.
- The selected report does not pertain to your institution.

**Note:** If you received an error after clicking the **CAM Reports** link, this is because your institution has not purchased any EBSCO eBooks using the Concurrent Access Model (CAM). Therefore, there is no CAM usage to report on.

*See also:*

[What is the Concurrent Access Model for eBooks and Audiobooks?](https://help.ebsco.com/interfaces/EBSCOadmin/EBSCOadmin_FAQs/receive_error_message_access_Report_EBSCOadmin)