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)