

**Please Note:**

**Use these instructions ONLY if you have been advised to do so by your local INFOhio ITC Provider or by the state INFOhio support team.**

**Instructions are on the following page.**

**Workflows Java Client Scheduling Reports Spinning Wheel Issue**

This document outlines several ways to correct the following issue:

Some users have reported seeing a “Spinning Wheel” when they attempt to schedule reports. There are no error messages and Workflows freezes at that time. If you see an error message or if your Workflows continues to function normally after attempting to schedule a report, you should open a Cherwell Ticket with INFOhio Technical service.

If you see a “Spinning Wheel” when attempting to schedule reports, you may try one of the following resolutions. If you are unable to correct the issue, please open a Cherwell ticket for INFOhio Tech Services.

**Option 1: Restore the custom.jar file (PC Only)**

The Workflows custom.jar file can become corrupt which causes the report issue described above. Simply copy a good copy of the custom.jar file to the following location:

C:\Program Files (x86)\Sirsi\JWF\Customjar\custom.jar

**Please Note: If your system does not have a Program Files (x86) folder, just use the “Program Files” folder.**

## Download **CUSTOM.JAR**

Download custom.jar at: <https://www.infohio.org/educators/library/workflows-handbook/category/handbook-setup>. Once downloaded, copy the file to the location noted above.

**Option 2: Force a Workflows Update (PC or MAC)**

To do this, start Workflows and login. Then ...

1. Go to the File menu and select “Update Workflows”
2. Restart Workflows and follow the installation instructions
3. Make sure you log into workflows at least once.
4. Restart Workflows one more time.

**Option 3: Uninstall and Reinstall Workflows (PC or MAC)**

Uninstalling and reinstalling Workflows will resolve the issue. You can find detailed instructions on how to uninstall and reinstall workflows for both a PC and MAC in the Workflows handbook at <https://www.infohio.org/educators/library/workflows-handbook/category/handbook-setup>. View the “Guide” under “PC – Workflows Installation or MAC – Workflows Installation.”