

"Double usage" for January reports in UStat

Following feedback from several customers, we wanted to share with you a problem encountered in SUSHI-harvested January usage files.

The problem:

For some vendors, when a January usage file was harvested using SUSHI, the usage reports for January displayed "double data" (i.e. twice as many hits as in reality).

The reason is that the January XML files received from these vendors contained two ItemPerformance tags for each title with the exact same period: one for Jan (from Jan 1 to Jan 31) and one for the year summary (which is also from Jan 1 to Jan 31). Since some vendors send this summary and some do not, and since this summary is not received in a consistent way, this is not happening to all vendors in all cases.

Below is a list of suspected vendors that might be affected by this problem. If you have SUSHI accounts set up from any of them we encourage you to verify that you have no duplications in your January reports:

- Allen Press
- American Chemical Society (**confirmed**)
- American Economic Association
- American Fisheries
- American Meteorological Society
- American Phytopathological Society
- American Statistical Association
- Annual Reviews (**confirmed**)
- BioOne (**confirmed**)
- Caliber
- Ecological Society of America
- Edinburgh University Press
- Guilford Press
- Informa Healthcare
- Journal of Coastal research
- Journal of Neurosurgery
- Journal of Oral Implantology
- Journal of Parasitology
- MIT Press (**confirmed**)
- Mary Ann Liebert, Inc
- Modern Language Association
- New England Journal of Medicine
- Oldenbourg
- Radiation Research
- Taylor & Francis
- The Cleft Palate - Craniofacial Journal
- University of Chicago Press
- Walter de Gruyter Reference Global Journals

* The vendors marked as confirmed have concrete examples of reports with duplications.

Resolution:

We have developed a workaround for this issue detailed further in this document, which involves **downloading** the file from UStat, **modifying** the file with an XML editor, and then **re-uploading** the edited file (this will overwrite the old data).

In the meantime, we are investigating this issue to find out a solution for the long term.

Part 1: Downloading the file from UStat

1. In the “Usage Administration” module of UStat, navigate to the “SUSHI Harvest History” section.
2. Choose the relevant filter for the vendor and subscriber (if necessary) and set the time period filter to “All harvests.”

The screenshot shows a user interface for managing harvested data. At the top, there are tabs for "Uploaded Files", "Missing Data", "SUSHI Accounts", and "SUSHI Harvest History". The "SUSHI Harvest History" tab is active. Below the tabs, there are three dropdown menus: "Filter" set to "Taylor & Francis", "All Subscribers" set to "All Subscribers", and "All Harvests" set to "All Harvests". A dropdown menu for "All Harvests" is open, showing options: "Harvested in the Last 3 Months", "Harvested This Year", "Harvested Last Year", and "All Harvests". The "All Harvests" option is highlighted. Below the dropdown, there are columns for "Vendor", "Subscriber", "Report Type", "Status Date", and "Actions".

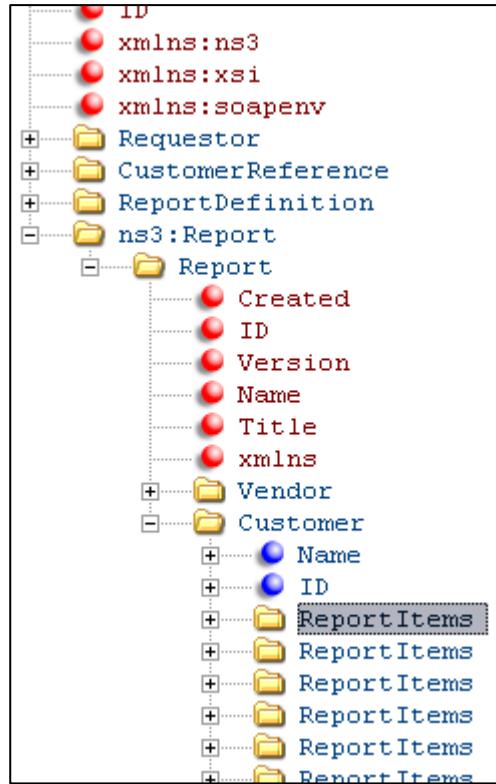
3. Find the file that says data for 201201 (Jan 2012), 201101 (Jan 2011), etc., and click on the “SUSHI Response” link.

Status	Data For	Description	SUSHI Request	SUSHI Response	Fi	Di
Success	201104					
Failed	201102	The SUSHI report contains data errors.	SUSHI Request	SUSHI Response	Fi	Di
Success	201101		SUSHI Request	SUSHI Response	Fi	Di

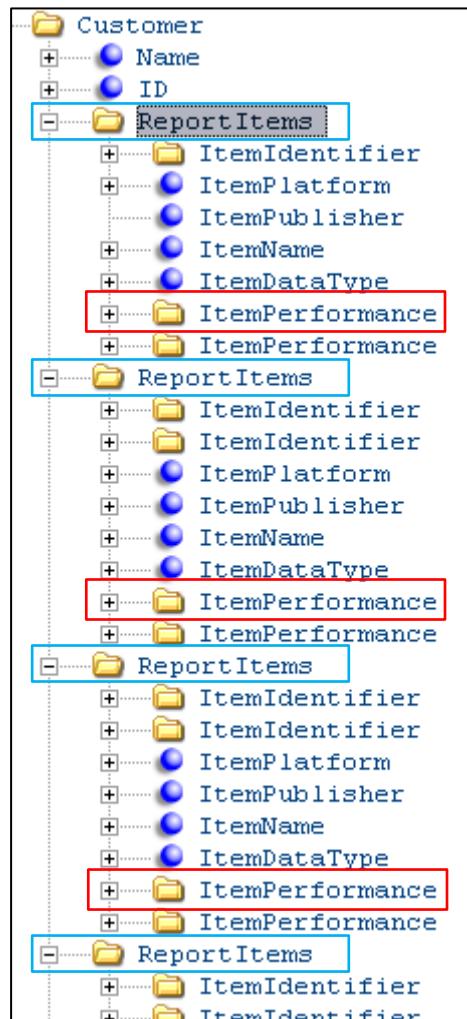
4. Save this file to your computer (if a few files need to be modified, it's recommended to save them in a distinct directory).

Part 2: Modifying the downloaded file

1. Open the downloaded file an XML editor (for example, XML Notepad) in order to easily manipulate the XML.
2. Expand the following tags: “ns3:Report”, “Report” and “Customer.”



3. Expand all of the “ReportItems” tags.



4. Delete the first “ItemPerformance” sub tag under each “ReportItems” tag.

5. Save the modified file.

Part 3: Re-uploading the edited file

1. In UStat, navigate to the “Uploaded Files” section of the Usage Administration module.
2. Click on “Upload File,” and choose the modified file **with the same subscriber set up for the SUSHI account.**
3. After clicking on the “Upload File” button, you will receive the following message:

“The following overlapping data was found. Note that this data will be deleted if you continue with the current download process.”

Select the “confirm” button to overwrite the old data with the new.