#### 5 common problems with Reporting Services.

- 1. Pop up blockers prevent the report from downloading.
- 2. No parameter screen is available to select dates, etc.
- 3. Internet Explorer configurations prevent Reporting Services from running.
- 4. CTRL button to allow file download.
- 5. The report is not coming up in Mozilla Firefox or another browser.

# #2 – The reporting services sometimes pushes the parameter screen BELOW the report list of names:

🥖 :: VRM : Virtual Resort Manager - Windo	ws Internet Explorer	_ 🗆 🛛
http://72.15.193.36/RH_Integration/RptServInter	face.aspx?RH_Login=786	~
		Log Out
Home Accounting Calendar Def	ault Hourlies Housekeeping Long-Terms Maintenance Men	nbers a 🕨
All Reports Owner Reports General Acco	unting	
		_
General Ledger Journal		
Items to Pay		
Owner Statements (ST - By Property)		
Revenue Progress		
		•
	L🥑 😌 Internet	💐 100% 🔻 🛒

If you will notice there is a scroll bar on the right that allows the user to scroll down. Once user scrolls down the parameter screen will display:

🏉 :: VRM : Virtual Resort Manager	- Windows Internet Explore	er	2
http://72.15.193.36/RH_Integration/Rpt	ServInterface.aspx?RH_Login=78	6	~
Office List: ALL Offices IPI Non Rentals Islander Properties, Inc.	Property List: All Properties		
Account:	Last Calendar Year       Last Calendar Year       Last Half Yearly       Last Quarter       Last Month	August 2008 Common Comm	August 2008 Em 08/05/2008
	Run Report Export t	o Excel Export to PDF	
		Tinto	ernet 🔍 100% 🔻

# #1 and #3 – should be resolved by verifying the configurations setting below:

Current Internet Explorer configurations: To access this screen go to: Control Panel/Internet Options/Security (tab)/highlight Internet/click "Custom Level"

Here are some visual steps if needed:

	1	.)	First	open	your	Internet	Explorer	browser an	d click "Tools."	
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🖉 Blank Page - Windows Internet Explorer	
🚱 💬 🖉 about:blank	V 49 🗙 🋂 Google 🖉 🔹
👷 Favorites 🌈 Blank Page	🚵 🔹 🗟 🔹 🖾 🖶 👻 Page + Safety + Tools + 🔕 + 🚛 🎎 🚳

## 2.) Select "Internet Options"



#### 3.)Click the "Security" tab.



# 4.) Locate and click "Custom Level" button.

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Select a zone to view or change security settings.			
🔍 🍕 🗸 🚫			
Internet Local intranet Trusted sites Restricted sites			
Internet			
This zone is for Internet websites, except those listed in trusted and restricted zones.			
Security level for this zone			
Custom			
Custom settings.			
- To change the settings, click Custom level. - To use the recommended settings, click Default level.			
Custom level Default level			
Reset all zones to default level			

5.) Scroll a little less than half way down and find "Automatic prompting for file downloads"

Make sure this setting is set to "Enable"

Security Settings - Internet Zone 🛛 🛛 🔀
Settings
<ul> <li>Run ActiveX controls and plug-ins</li> <li>Administrator approved</li> <li>Disable</li> <li>Enable</li> <li>Prompt</li> <li>Script ActiveX controls marked safe for scripting*</li> <li>Disable</li> <li>Enable</li> <li>Enable</li> </ul>
Prompt     Downloads     Automatic prompting for file downloads     Disable     Enable     Enable
Disable     Fnable     Takes effect after you restart Internet Explorer
Reset custom settings         Reset to:       Medium-high (default)       Reset
OK Cancel

You will want to enable the "Automatic prompting for file downloads" under the "Downloads" section.

Lastly click OK, then APPLY, then OK to save your settings.

Once done, open a new browser window (make sure to close all other browsers window)

# #4 CTRL button on your keyboard to allow file download:

Some users have firewalls and pop up blockers that prevent them from viewing .PDF and .XLS files. Of course all firewalls and pop up blockers have different restriction criteria, but one documented way of allowing the screen to display is to press and hold CTRL on your keyboard when you first click Export to .PDF or Export to Excel. If this works you should receive a screen that allows you to OPEN or SAVE the actual report file.

Again though this may not pertain to you particular local computer as your security

firewall or pop up blocker may operate differently.

# **#5** - The report is not coming up in Mozilla Firefox, or another browser:

If this is the case, please try a different browser like Internet Explorer. There could be a configuration setting preventing Reporting Services from displaying properly.