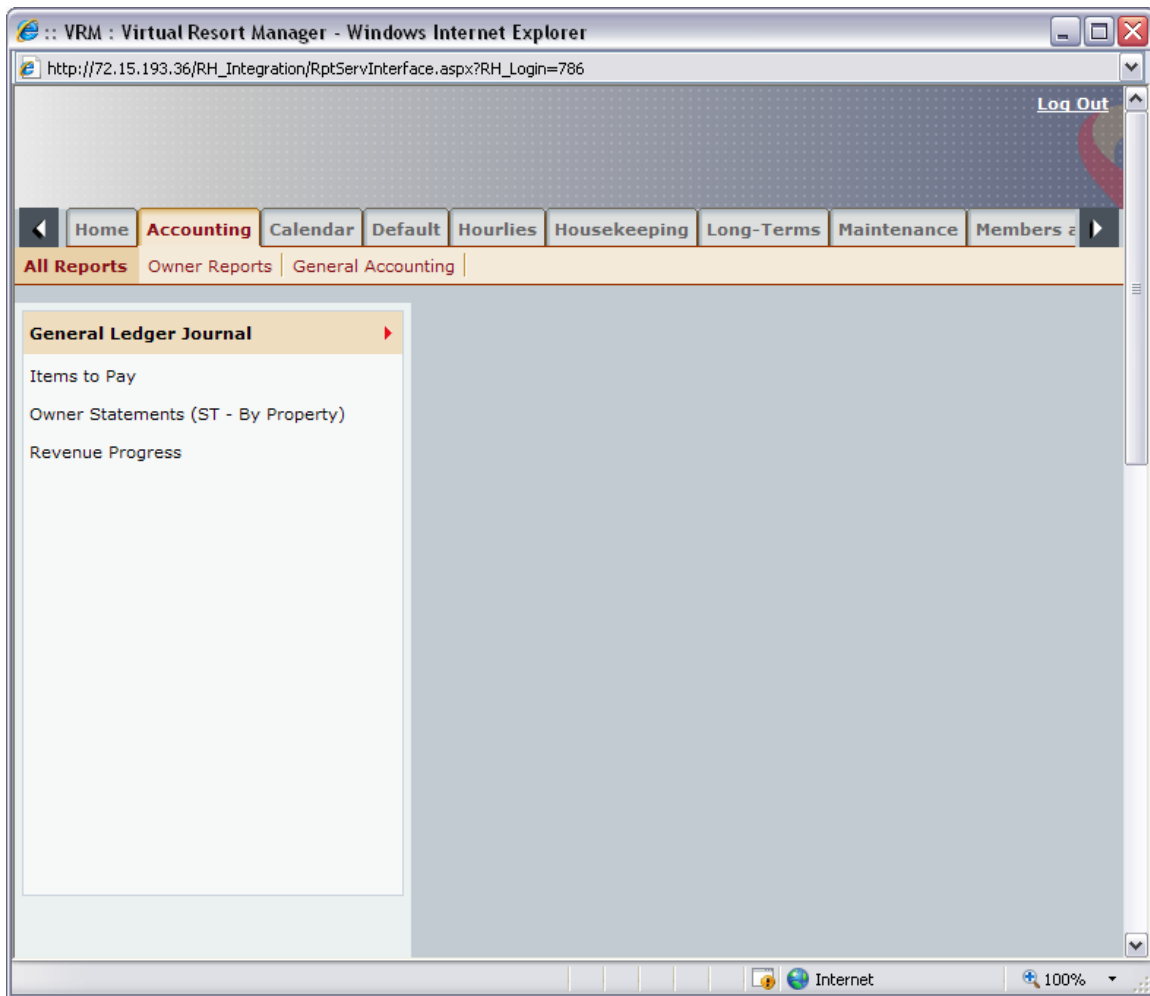


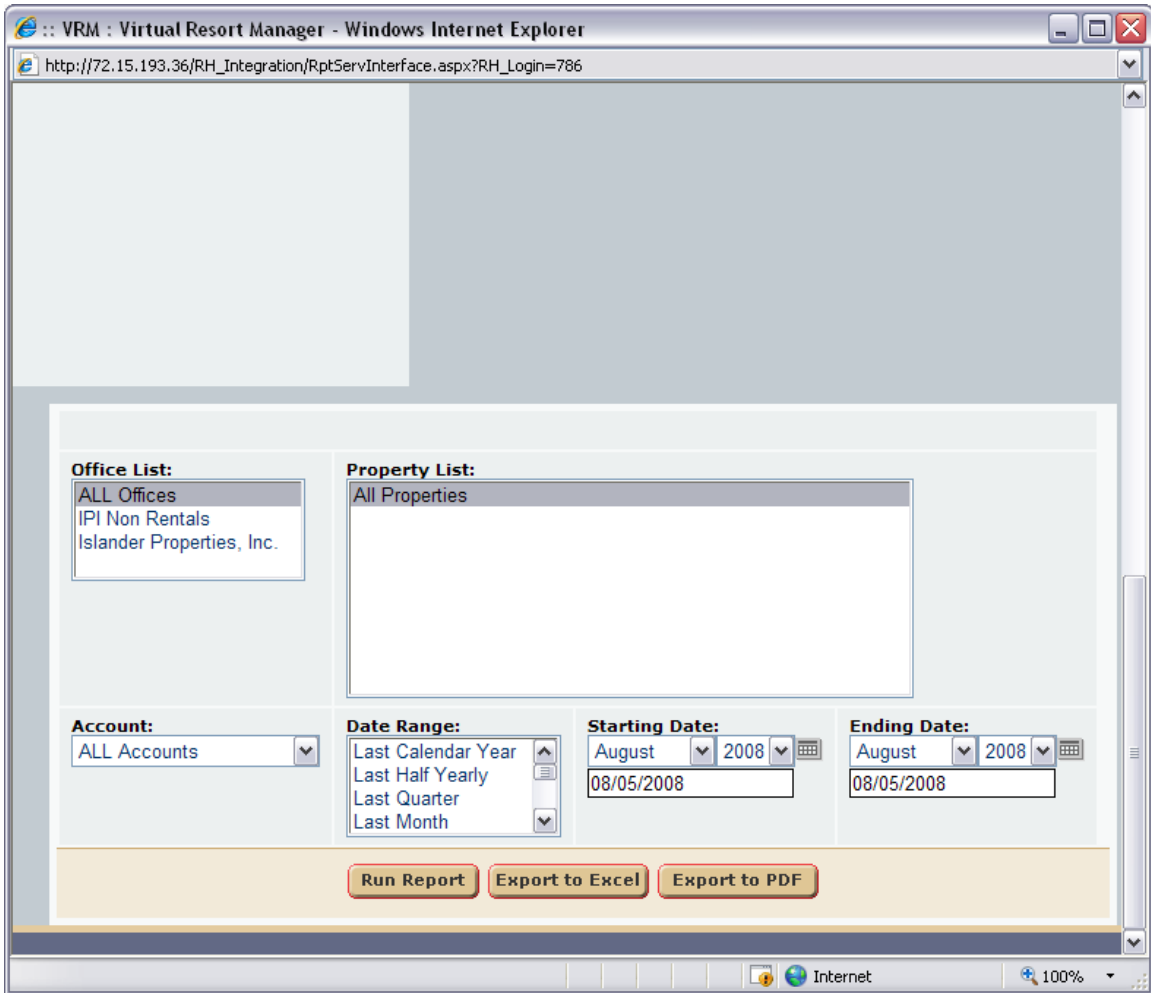
5 common problems with Reporting Services.

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:



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:



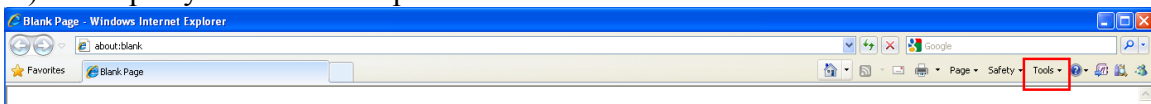
#1 and #3 – should be resolved by verifying the configurations setting below:

Current Internet Explorer configurations:

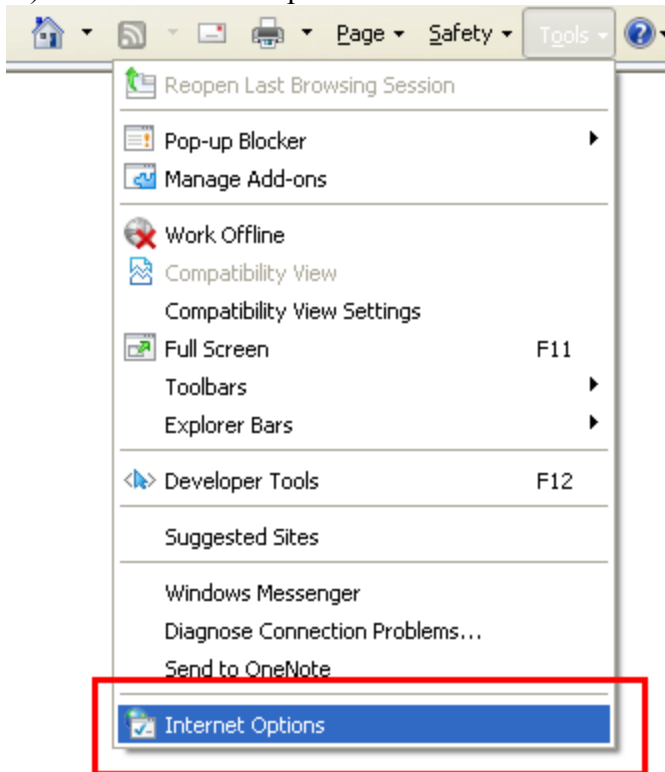
To access this screen go to: Control Panel/Internet Options/Security (tab)/highlight Internet/click “Custom Level”

Here are some visual steps if needed:

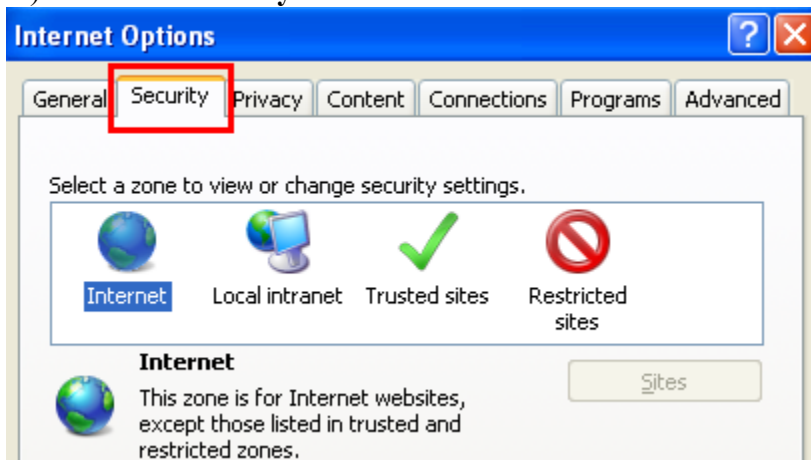
1.) First open your Internet Explorer browser and click “**Tools.**”



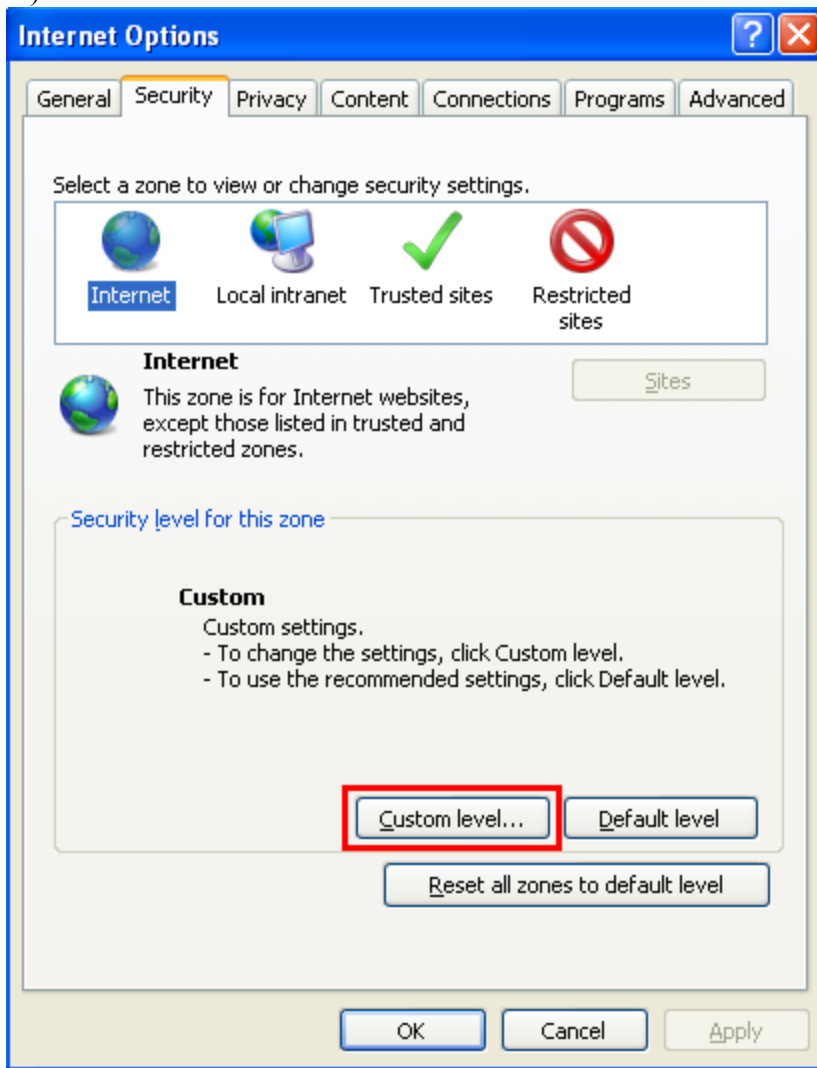
2.) Select “Internet Options”



3.) Click the “Security” tab.

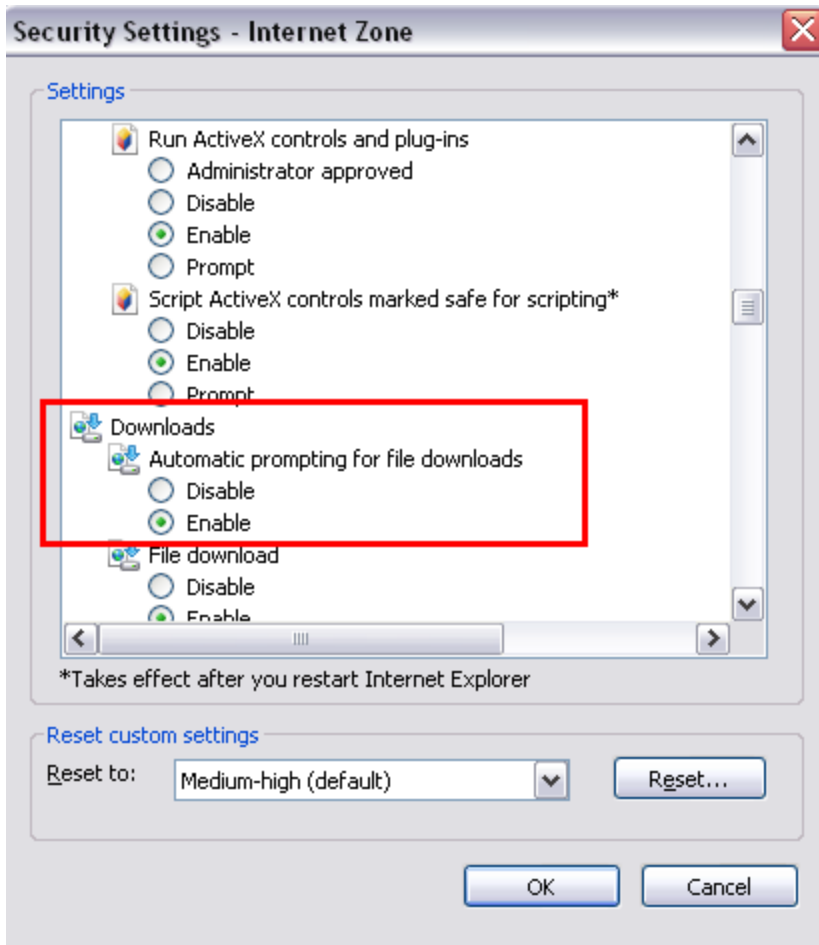


4.) Locate and click “**Custom Level**” button.



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

Make sure this setting is set to “**Enable**”



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.