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	vs Internet Explorer	_ 🗆 🔀	
http://72.15.193.36/RH_Integration/RptServInterface.aspx?RH_Login=786			
		Log Out	
Home Accounting Calendar Def		nbers a	
All Reports Owner Reports General Acco	unting		
General Ledger Journal			
Items to Pay			
Owner Statements (ST - By Property)			
Revenue Progress			
	🧊 😜 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	v
Office List: ALL Offices IPI Non Rentals Islander Properties, Inc.	Property List: All Properties		
Account:	Date Range: Last Calendar Year Last Half Yearly Last Quarter Last Month	August 2008 08/05/2008	Ending Date: August 2008 Em 08/05/2008
	Run Report Export t	o Excel Export to PDF	
		inte	

#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 "Te	ools."
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🖉 Blank Page - Windows Internet Explorer	
S about:blank	V 🐓 🗙 🛃 Google
👷 Favorites 🏾 🎉 Blank Page	🚵 🔹 🔂 👘 🖬 Page + Safety + Tools + 👰 + 🛵 🎎 🦓
	S

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 Sites		
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		
<u>R</u> eset 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
 Run ActiveX controls and plug-ins Administrator approved Disable Enable Prompt Script ActiveX controls marked safe for scripting* Disable Enable Enable
Prompt Downloads Automatic prompting for file downloads Disable Enable File download
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.