

Error Opening or Printing a Report

After running a report if after you select **Refresh** and the status displays “**Complete**” then you should be able to open it. If you double click on a report or highlight the report and click View Report and the report won't open, this means your computer has a setting in place preventing Pop Ups from opening.

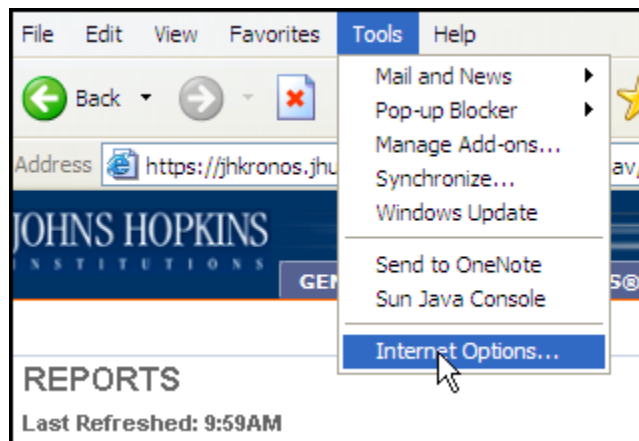
Reports open in a separate window, thus it is a Pop Up. A Pop Up blocker will prevent a report from opening properly.

One of two things will most likely happen when you attempt to view a report:

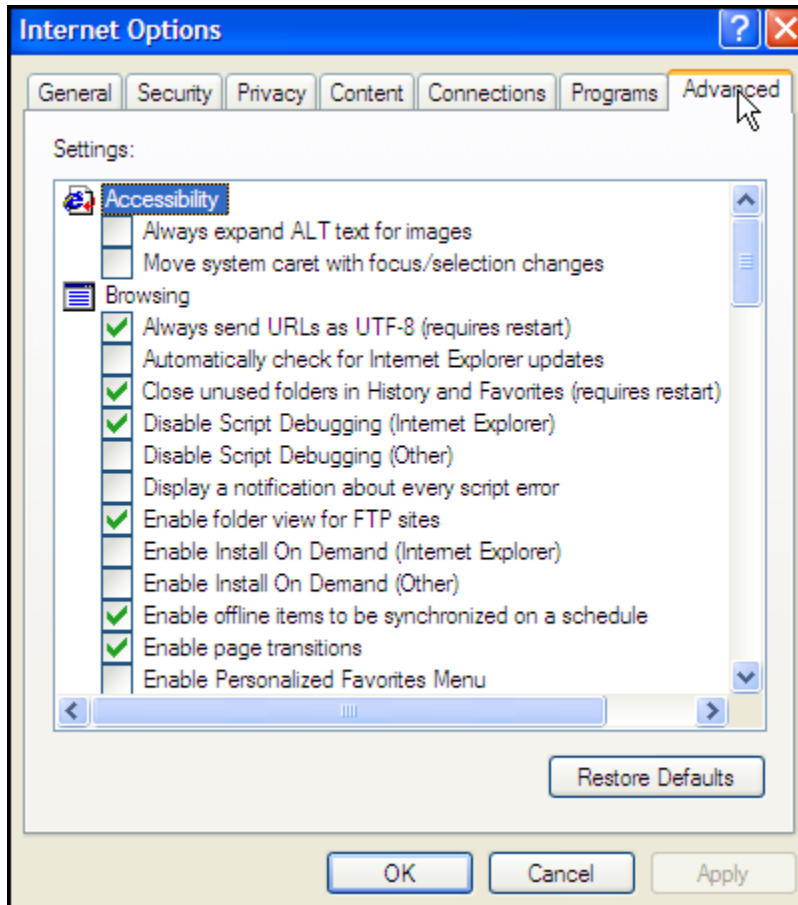
1. Screen will flash but nothing happens.
2. A download message appears. When you click Ok (or Yes), an error comes up stating “this action has been cancelled”.

To fix, follow the steps below.

- At the top of your Internet Explorer screen, Click **Tools**, then click **Internet Options**.



- Click the **Advanced Tab**.



- On the Advanced tab, click the **Restore Defaults** button.
- Click Apply, OK.

Reports should then open properly.

****If a message pops up after clicking on Tools, Internet Options stating “this operation has been cancelled or restricted...”, please contact the help desk or your LAN admin to have them perform the necessary action.**