

## Pop-up Blockers

Pop-up blockers will not allow Crystal Reports to initiate. If you have pop-up blockers installed and active on your computer, you will need to allow pop-ups for the SAAS reporting system or disable the pop-up blockers (this is not recommended because disabling pop-up blockers will allow pop-ups from ALL websites).

POP-UP BLOCKERS – Pop-up blockers vary by software company (**google, yahoo**). You may or may not receive any type of warning or error message; the report screen will pop open, then close. Contact you IT department if you do not know how to configure you pop-up blocker to allow the reports to be viewed from this site or you may wish to turn it off if you do not have an option to allow pop-up screens.

The pop-up blocker built in **Internet Explorer** is the most common; an example to allow pop-ups from the SAAS Reporting System is shown below:

1. Highlight the address, and press “Ctrl and C” together, (this will copy the SAAS address).



2. Click on “Tools”, “Pop-up Blocker”, then “and Pop-up Blocker Settings”



3. When the Pop-up Blocker Settings” appear, make sure your cursor is in the address field, press “Ctrl and V” together, (this will paste the SAAS address in the field).



Click the “Add” button, when complete your “Pop-up Blocker Settings” should include “cereports.dot.state.mn.us” in the “Allowed sites” field.

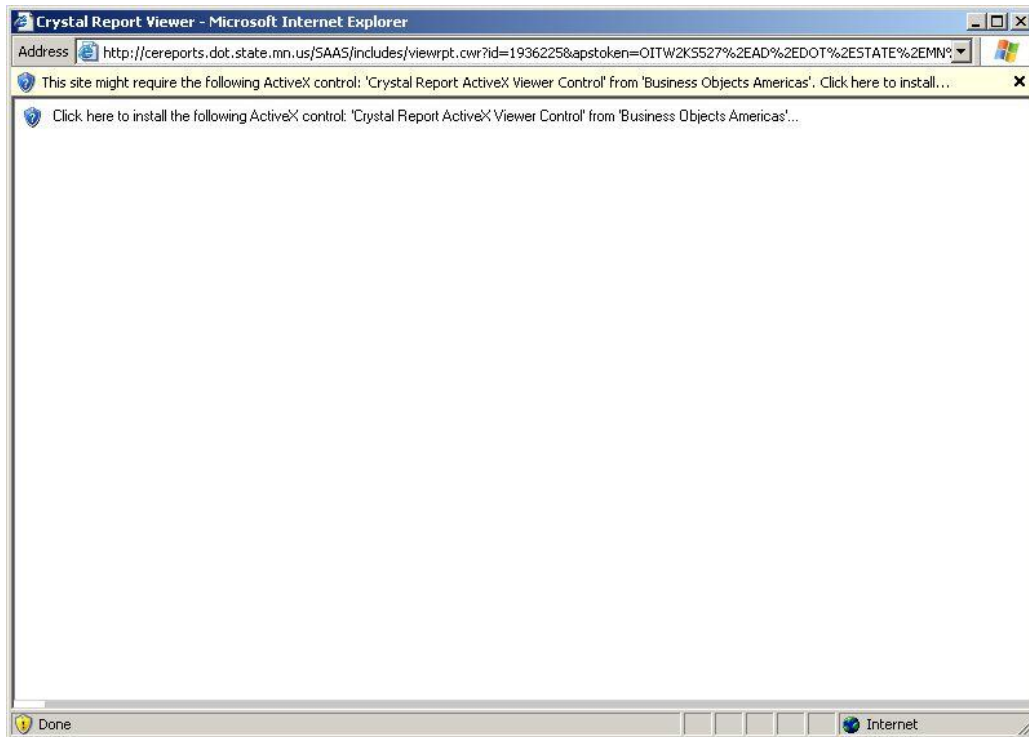


Click the “Close” button. SAAS Reports should now operate properly on your system.

## Crystal Reports ActiveX

If you have never accessed the SAAS Reports before, the system will automatically download the Crystal Reports ActiveX component. Once the software has been installed, you should be able to access the reports. See example below:

You will receive a prompt to download “Crystal Report ActiveX Viewer Control”; follow the instructions on the screen.



When the download is complete the report you selected will appear on your screen.

This software will only have to be loaded the first time you want to access a SAAS report. Once the software has been successfully downloaded, you will not be required to download anything else the next time you sign into the SAAS. .

However, if the ActiveX component does not install, you may not have administrative rights to your computer.

ADMINISTRATIVE RIGHTS – If you do not have administrative rights to your computer the ActiveX installation will fail. A message similar to “can’t find its object” will appear in a message window. If this occurs someone from your IT department will be required to sign on to your computer as administrator and install the “Crystal Report ActiveX Viewer Control”.

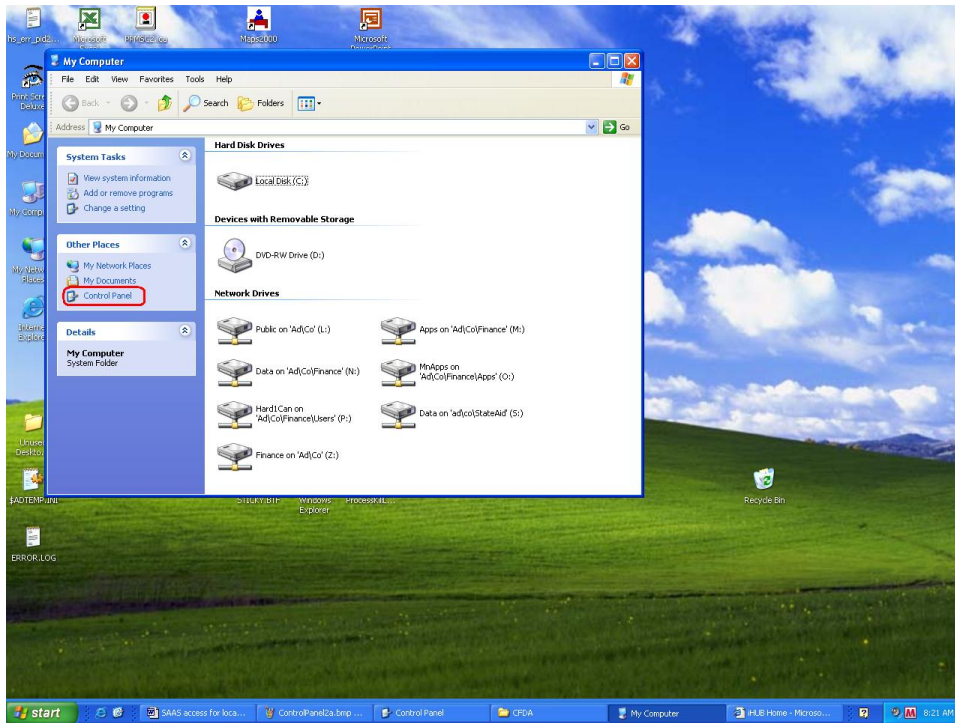
*Hint to check if you have Administrative Rights:*

If you are unable to do any of these steps you will need your IT department to assist you.

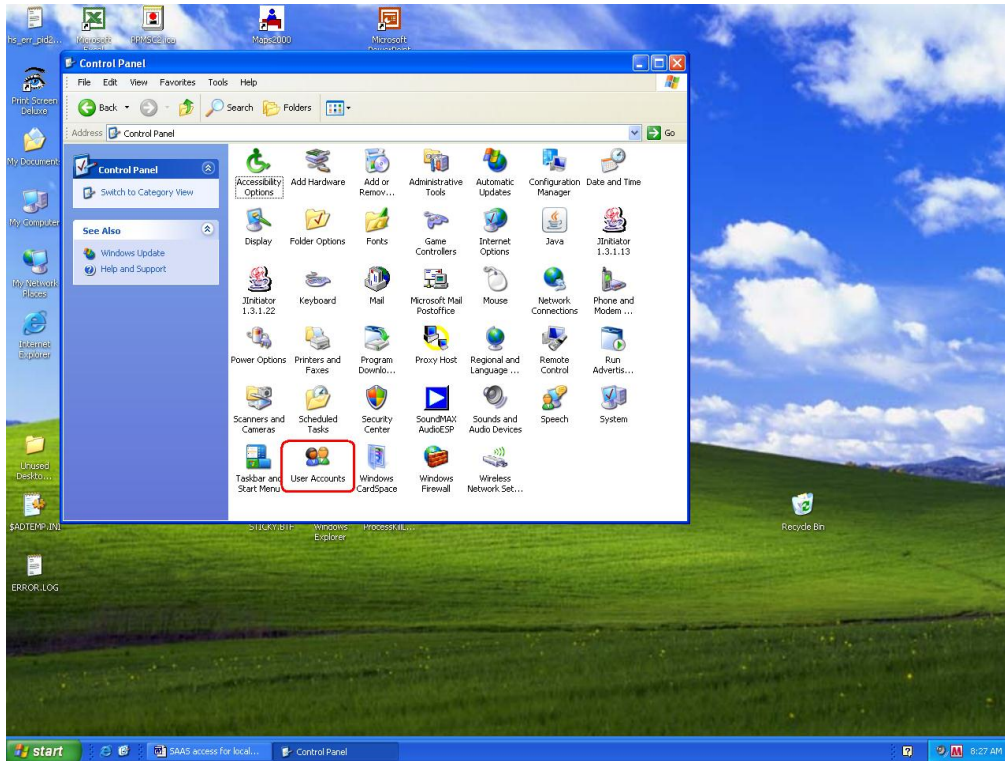
## Double Click My Computer



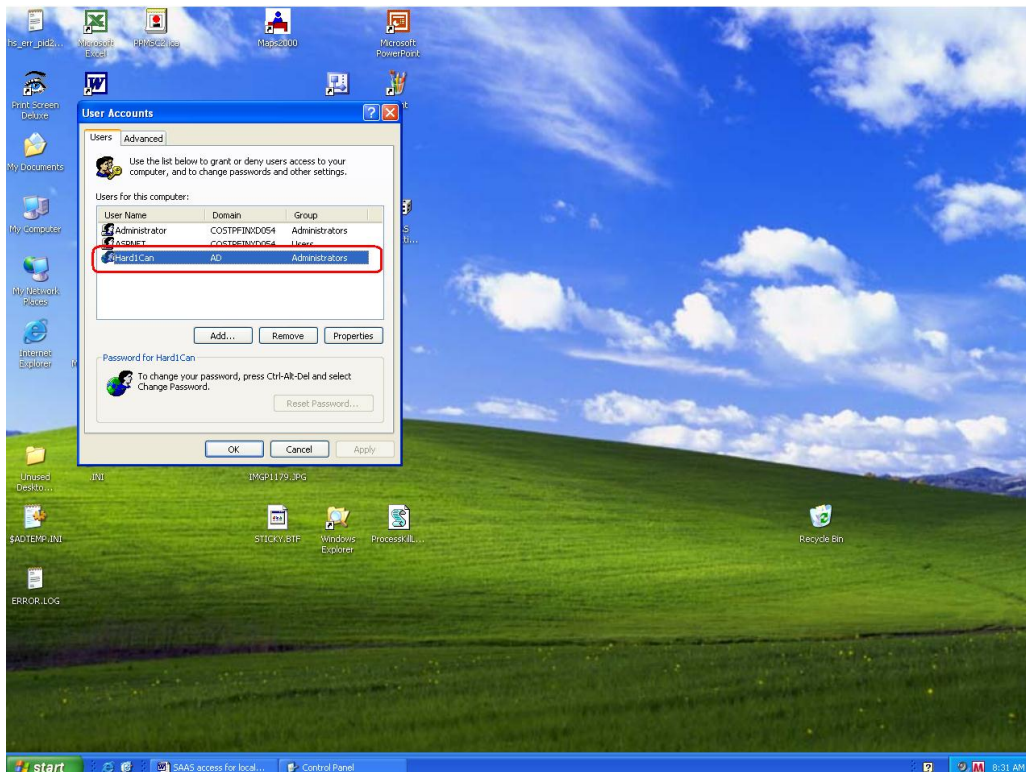
## Click Control Panel



## Double Click User Accounts



**View your User Id** – it should look similar to this if you have Administrative Rights  
**IF NOT – YOU WILL NEED YOUR IT DEPARTMENT TO HELP SET UP YOUR COMPUTER TO RUN THE REPORTS.**



## Crystal Report Load Fix

Windows 2010 Fix if Crystal Reports doesn't load.

The issue is IE9, the department that pushes the active X drivers down to the end users have not yet tested them. Lowell and I have discussed this and he is trying to push this issue ahead.

There is a temporary fix, they need to download Firefox version 3.6.23, at this link:

[http://www.oldapps.com/firefox.php?old\\_firefox=6621](http://www.oldapps.com/firefox.php?old_firefox=6621)

This version of Firefox will download our current active X drivers and work, but I know a lot of IT people do not like Firefox so that can be an issue.

## Printing Error

If you receive this error – you may have entered a dollar sign or comma.

**Microsoft OLE DB Provider for Oracle error '80040e14'**  
**ORA-00911: invalid character**  
**/SAAS/FCRB/includes/fcrb\_helper\_functions.asp, line 20**

Remove the extra characters, enter only the numbers and decimal point.

## Time Out Error

If you receive this error you timed out and must log all the way out and log back in.

**Microsoft JScript runtime error '800a138f'**

**'Session.Value(...)' is null or not an object**

**/SAAS/FCRB/includes/ce10\_ReportHelper.asp, line 35**

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## Server Error When Printing

The **500 Internal Server Error**, also called an HTTP 500 error, is a generic error suggesting a problem with the website's server.

## Other Printing Problems

Crystal reports is currently not working with Internet Explorer Version 9, work around is for the user to download web-browser Firefox Version 3.6.

Not compatible with Internet V-11, can use Goggle Chrome instead.