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## Overview

The ability to retrieve necessary security related data when needed without interruption of service or unhandled exception errors is crucial for day-to-day security processes. Even after successful system deployments there are many things that can negatively impact the operating capabilities of Report Exec that is well out of the control of the system and code. Due to this fact, it is vital that the Report Exec Technical Support Representatives and the security professionals build a partnership that allows the Support Team to continue to provide support and assistance for the End Users, and I.T. staff for the organization.

The following is a list of some common support issues that have arisen in the past, and the best course of action to take to either diagnose or resolve the problem. The problem and resolution steps range from basic to more advanced. Basic being an issue that a general user of the program will likely be able to make the necessary changes to correct the problem and continue, and advanced being issues that will likely require the assistance of an I.T. Professional and/or Report Exec Technical Support.

It is always recommended to contact Report Exec Technical Support as soon as possible if any problems occur that appear to be beyond a user's ability to diagnose, handle, or correct.

The following Report Exec issues are not presented in any order.

### Another user created a report and I can't find it. Why?

The ability to view other users' reports is governed by Roles and Groups, which are configured on the Admin side of the program.

**RESOLUTION:** Make sure that your user account is a member of the Group that the original report was created in. If you are not in the Group then it will be as if that report does not exist for you, which is by design. If you are a member of that Group then it's quite possible that your Role Permissions within the Group are not setup to allow you to view other user's reports in that Group. Get with your software administrator to iron out what Groups you belong to and what Roles you should have within those Groups.

**DOCUMENTATION:** [Troubleshooting-MissingReport.pdf](#)

**RELATES TO:** Admin > System Wide Setup > Roles

### I, or someone who is an Admin in the program, just added a new location (or incident) to the tree dictionary. Why can't I see it in my tree view within the report I'm writing or admin stats I'm running?

Groups are allowed to have 'top level locations' (or incidents) assigned to them in order to limit the view of all of the Tree View Dictionary items (locations and incidents) that were added on the Admin side of the program. This will make the tree views that appear in the reports, and admin stats, pages more relevant to the reporting Group.

**RESOLUTION:** Get with your software administrator to see if the Group you are writing the report for, or running stats for, has a 'top level location' (or incident) specified on the Admin side of the program. It is very possible that the new location (or incident) that was just added was not within the hierarchy of that top level location (or incident) that was assigned.

**RELATES TO:** Admin > System Wide Setup > Tree View Dictionaries

## When I try to print my report I get an option to save a “CrystalViewer.aspx” file and I never see my report. Why?

This happens because the Crystal Reports engine doesn't recognize that the computer you're on has a proper, or compatible, program to open the PDF file in.

**RESOLUTION:** Make sure you update your Adobe Reader PDF Viewer to the latest version that has been made available on Adobe's website <http://get.adobe.com/reader>. If you have Acrobat Reader installed, it may be an outdated or incompatible version.

**DOCUMENTATION:** [Troubleshooting-Printing.pdf](#)

**RELATES TO:** Reports (General) > Printing.

## I setup new automatic report numbering formats for Case Reports, and other report types, but when I create a new report the system is not taking from any of the new number formats. Why?

By design, you are able to create as many numbering formats for the different report types as you like. This was done so that numbering schemes can be created for each Group, if a difference in report numbering is needed, further providing distinction between locations and Groups as needed.

**RESOLUTION:** Numbering schemes are Group specific, which means that once the numbering scheme has been created it will also need to be assigned to the Group's report(s) via the Group Settings section of the Admin program. Even if all Groups will use the same numbering format, that format has to be added to each Group individually. For example, a custom numbering format added, and enabled, for Group A can also be used for Group B, but only after navigating to Group B and enabling that format there, within that Group's setup options.

**RELATES TO:** Admin > Group Setup > Edit Group

## I've defined default report setups for my Incident Types in the Tree View Dictionaries in the Admin site but when I start a new Case Report I do not see the default reporting options I setup being turned on by default. Why?

Default reporting options are enabled for each specific Incident Type. An Incident Type of “murder” will likely have different reporting requirements than an Incident Type of “fire”.

**RESOLUTION:** Creating a new Case Report is not enough to have the default reporting options activate. Since these options are configured for each specific Incident Type, the Incident Type of the report will need to be selected before the default report options will activate. Another thing that sometimes occurs is that users who setup the default report options in the Incident Type Tree will sometimes forget to click “save” to save their changes. If this happens then none of the new default reporting options would have been added.

**RELATED TO:** Admin > System Wide Setup > Tree View Dictionaries > Incident Type

## I've attached Digital Media to my report but when I print the report some of my Digital Media doesn't print with it. Why?

The only Digital Media files that print on a report are those that are standardized image files, such as a “.jpg” or “.bmp” file. Any file that is not a standard image file will not be printed, but instead it will be listed on the printed report. Any image file that is not a standard image file, meaning one that is not typically recognized by Microsoft Windows which needs to be opened by a proprietary third party application, will not print on the report but will be included in the list of “non-image” digital media previously mentioned.

**RESOLUTION:** Any Digital Media file attached to a report in Report Exec can be separately downloaded from within the report and opened with the proprietary program used to open said file. Those files can then be included with the report from Report Exec as needed.

**RELATED TO:** Reports (General) > Digital Media

## We accidentally deleted a Case Report. How do I recall the report so we can still use it?

Reports are never truly deleted out of the system. Instead, the Incident Type of the report is changed to “ISSUED IN ERROR” which makes the report inactive, hiding it from view.

**RESOLUTION:** Do a report search and check the box to “Show Deleted Reports”. Find the report you wish to recall and then change the Incident Type to something other than “ISSUED IN ERROR” and the report will recall itself.

**DOCUMENTATION:** [Troubleshooting-MissingReport.pdf](#)

**RELATED TO:** Searches > Reports

## Error message : “Timeout expired. The timeout period elapsed prior to the completion of the operation or the server is not responding” along with additional Stack Trace information.

This is a SQL server timeout error that is generally produced when something you are doing requires a lot of time and resources to run, like historical admin stats or performing searches for a large range of history and time. Organizations accessing their server across the internet can receive this message during times of network instability on their network, their service provider’s network, or the network that their server is on. Organizations on the same network as their server could be experiencing an issue with their SQL database server.

**RESOLUTION:** The SQL server timeout is not controlled by the Report Exec application. This is a database error that may or may not be related to a problem with the Report Exec program. In the immediate, you can try to forego this error by narrowing down the range of the data you are trying to pull. This may allow you to run your search before it times out again.

When this occurs for customers who host their own data, on their own servers, this is likely a network or server issue that Report Exec Technical Support cannot provide much assistance with. Report Exec Support may potentially be able to assist in diagnosing the problem, but the fix will ultimately be in the hands of the SQL Database Administrator (DBA). It could be that the server needs more resources, or it could be something else entirely.

Customers who use the Report Exec Direct solution should wait a few minutes and try again, and if that doesn't help after waiting and trying again a few times, then it will be a good idea to contact Report Exec Technical Support.

**DOCUMENTATION:** [Troubleshooting-TimeoutErrors.pdf](#)

**RELATED TO:** Error Messages

## Error message : "Object reference not set to instance of an object" along with additional Stack Trace information.

This particular error is most commonly caused by a bad and outdated internet web browser cache. Keep in mind that the Report Exec RMS software is a "web application" and therefore must adhere to the rules set by your preferred web-browser<sup>1</sup> of choice. Web browsers will cache certain files from the various websites because, in most cases, this will allow websites to load faster the next time you visit them as you are not always re-downloading redundant or repetitive information.

Once in a while this error will be caused by a deeper issue, such as a program bug, bad website deployment, or bad installation/update of the program. If certain website files are not where they are supposed to be on the server due to a bad deployment/install/update, then this error can occur, however this is typically a rare occurrence. It is also extremely rare for a bug to cause this specific error so you will need to contact Report Exec Technical Support to assist with the diagnosis.

**RESOLUTION:** 99% of the time this resolved by clearing your temporary internet files (aka cache) and cookies. Each web browser has a slightly different method for clearing out these temporary files. In all cases, once the browser has been told to remove those files, you need to close all open windows for that browser, allowing it to finish releasing any temporary information. The browser can then be re-opened and you can try again to see if the error has been resolved, or if you still receive the same error when trying to do the same thing as before. Web browsers can also be configured to remove this information automatically once all open instances of the browser are closed.

If the error persists after clearing out the cache then a deeper problem may persist. It will be wise to contact Report Exec Technical Support for further assistance. For Report Exec customers on our hosted servers (**Direct**) fixing this would only take minutes. For Report Exec Enterprise customers who host their own data (**Enterprise**), we would need to first work with your I.T. Department to gain access to your web (IIS) server. Once on the server, fixing this should only take minutes depending on the nature of the issue.

**DOCUMENTATION:** [Troubleshooting-ObjectReferenceError.pdf](#); [Report Exec Enterprise Browser Settings.pdf](#)

**RELATED TO:** Web browser settings, Error Messages

## Error message : "Could not load file or assembly SoftekBarcodeLib" when trying to access the user side login page.

This error is encountered even before you are able to hit the login screen for the program. The error will affect the user side login screen while the Admin side appears to be unaffected. The component that is being referenced in the error is something that is used for the bar code system in Report Exec. This error generally occurs because the Application Pool on the IIS server is not set to "Enable 32-bit applications True".

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<sup>1</sup> Report Exec Enterprise, in version 11.08 and higher, supports Microsoft Internet Explorer, Google Chrome, and Mozilla Firefox on Windows computers and Safari, Google Chrome, and Mozilla Firefox on Mac computers. Prior versions of Report Exec Enterprise **only** work with Microsoft Internet Explorer. E-mail [support@reportexec.com](mailto:support@reportexec.com) for more detailed information.

**RESOLUTION:** Once the App Pool is running in 32-bit mode this error should be resolved. 99% of the time this only occurs during a new installation. There is an additional reason that this error can occur on a Windows Server 2003 server, however all customers are highly recommended to upgrade to at least a Windows Server 2008 server as Microsoft is stopping support on Server 2003 in the near future, and our latest versions of the program will not function in that Operating System anymore.

**RELATED TO:** IIS server Application Pool, Error Messages

## Users are getting randomly kicked out of the application. Why?

There are several reasons that can explain why users to get kicked out of the Report Exec application. Some reasons are listed below:

- ✓ A user is logging into Report Exec Admin and releasing licenses from the license setup, which will kick a user out.
- ✓ Timeout settings in Report Exec Admin are configured so that users are kicked out after a certain amount of idle time.
- ✓ There is an unstable connection between the user's workstation(s) and the server.
- ✓ High security settings for dynamic operations on your organization's network.
- ✓ Anti-virus, or firewall settings are killing the users' sessions.
- ✓ Web browser settings causing an unstable connection.
- ✓ Load balancing problems on your organization's server.

As there are a number of possible causes, this can be a tricky problem that will require you to eliminate all possibilities until you find the root cause, or, at least narrow it down to a possible cause.

**RESOLUTION:** Again, because there are a number of potential causes, you'll need to eliminate what it is not in order to find out what it is. Report Exec Technical Support first recommends making sure that the System Settings in Report Exec Admin are set so that the "Keep Clients Logged in Ping Timer" is set to a lower value than the "Client Web Time Out". Then, it is important to find out if there are any known network, or internet, connectivity issues at your particular location that would cause you to lose or drop your connection. If your connection to the server is interrupted, even for a moment, your current logged-in session will likely be terminated.

Another thing to check is to make sure that you're using a compatible version of one of our supported web-browsers. A large number of web-browser add-ons can also cause problems with the Report Exec Enterprise application. Web-browser add-ons can sometimes cause browsers to operate much slower than they would without the add-ons installed. It is recommended to run Report Exec in a clean browsing session.

Internet Explorer, specifically, has a setting called "Trusted Sites". Report Exec customers on our hosted servers (**Direct**) will need their server's web address added to the Trusted Sites with Medium-Low settings. Report Exec customers that host their data on their own servers (**Enterprise**) only need to worry about this if they access their server across the internet. If you are on the same network as the server, then you need to make sure that the "Local Intranet" zone in Internet Explorer needs to be set to "Medium-low".

Make sure that your I.T. adds the Report Exec software to their exclusion lists so that the program can initiate and launch dynamic code without interruption. Viruses, and other malicious programs, have similar signatures and perform similar functions to legitimate code. Some Anti-Virus will stop harmless code based on behavior patterns that may exhibit code functions which mimic virus operations.

Once these other things have been eliminated as possibilities it will then be advised that you contact Report Exec Technical Support for further assistance in diagnosing and/or treating this issue. We have a connection monitor tool that can be used

to gather more information about your internet and/or network connection in order to provide a more detailed view of why you are getting kicked out.

**RELATED TO:** Admin > System Wide Setup > System Settings, Internet Connection, Web browser settings

## Error message : “Crystal Report Load Failed” followed by additional error detail.

There are a couple of causes for this problem. It could be an indication that your server’s Application Pool needs to be recycled. Sometimes old processes and temporary information get clogged in your server’s memory which can, over time, cause a strain on free or available memory resources. Your website’s Application Pool saves print jobs to memory while running and producing said print job. If there are no available resources at that time then this error may occur.

Another reason this can occur is if the Crystal Reports engine is not in the same directory as the Report Exec websites on the web (IIS) server. This typically happens when the websites are installed on a different hard drive partition/volume on the web server.

Additionally, this has also been known to occur if there is a lack of permissions on the directory that your Digital Media is being saved to, which is typically on the web (IIS) server.

**RESOLUTION:** The easiest thing to try is to have an I.T. Professional recycle the Application Pool on the web (IIS) server. Recycling the Application Pool on the web server is easy, however it will kick out any currently logged in users for a moment, requiring them to log back in so be sure that everyone’s work has been saved prior to doing this.

The next easiest thing to do is to verify if the Report Exec websites have been installed to the C: drive of the server, or if it was moved to a different drive. If it was moved, then it may be that the aspnet\_client folder, found in the default IIS directory on the server, simply needs to be copied and pasted to the current website directory.

If neither of these things works, or if there are questions, then it is recommended to contact Report Exec Technical Support for further insight and assistance.

It is extremely rare that this will occur for a Direct customer, but if it does, Report Exec Technical Support should be able to correct this problem near instantaneously. This is one of the many benefits of having us host the data for you.

**RELATED TO:** Reports (General) > Printing, Application Pools, Error Messages

## We are being prompted with a server authentication window when trying to login to the user or admin website. Why?

Sometimes users will experience an issue where they are prompted with an additional login pop-up that is separate from the Report Exec login screen. It looks like a standard Windows login prompt asking for Windows Authentication to the server. This is an obvious indication of an incorrect setup.

In order for websites to grant access to the files in the web directories contained on the server, so that anyone using a URL through a web browser can access them, a method of standard and basic access is needed in order to view these files. This method is typically handled with what is called “anonymous authentication”, meaning a generalized back-end service account used by any visitor of a website. If the user visiting the website attempts to access the files in the URL path provided and there is no protocol being invoked that allows the masking of credentials for this user (i.e. anonymous authentication), then the user will be prompted for server authentication credentials because they are literally trying to log into the server itself just to get to the files that actually control the Report Exec login page.

This server authentication screen can also occur for customers who host their own data, on their own servers, where Report Exec is set to use the LDAP authentication method.

**RESOLUTION:** This should not be an issue for Report Exec Direct customers, however if it is for some reason, this should be able to be easily fixed in very little time by contacting Report Exec Technical Support.

For those that host their own data on their own servers, a few of settings need to be set correctly on the web (IIS) server in order to make sure that this will not be an issue. A few steps to try:

- ✓ Check the Advanced Settings of the Application Pool for Report Exec. Make sure the “Identity” is using “Application Pool Identity”.
- ✓ In the IIS Manager for each the CESIReportExec and CESIReportExecAdmin websites, under the “Authentication” section you will need to verify that “Anonymous Authentication” is enabled.
- ✓ Right-click “Anonymous Authentication” and select “Edit”. Select “Application Pool Identity”.

For those that use the LDAP Authentication option, it may be best to contact Report Exec Technical Support for further assistance on treating this problem.

**RELATED TO:** Application Pools, IIS server, Report Exec LDAP Authentication

## Error message : “Conversion from string “” to type ‘Integer’ is not valid” along with additional Stack Trace information.

This error can occur in a now older version of the program. In the past, some fields would accept a space to be input in error. Whichever screen you were on before receiving this error likely contains a blank space in one of the fields, instead of actual data. An example where this may happen is a page where are quantity fields for selecting a number of items but instead of passing a zero, a blank space was entered.

**RESOLUTION:** The first recommendation from Report Exec Technical Support is to get an update scheduled. Newer versions of the program are able to handle the erroneous space without causing a program error. In some cases, if you are using an older server, you may need to get a new server commissioned with updated specifications that meet the new minimum requirements/recommended specifications of the program. This problem can be easily resolved for Report Exec Direct customers.

For customers who host their own data, and those Direct customers who can’t update right away, as a workaround until an update can be done, you can typically hit the “Back” button in your web browser<sup>2</sup> and find the field with the erroneous blank value and either remove it, if that was your intention, by using backspace/delete, or pass a different legitimate value. For example, if a quantity field has a blank value instead of a zero (0) value.

If this error appeared suddenly when trying to enter a screen, and not when inputting new information, then that means the space value was left there from the last time this page was accessed and you will not be able to access that screen without the data being corrected. You will want to contact Report Exec Technical Support with as much information as possible about which screen you were trying to access, in what report, so that we can get with your SQL Database Administrator.

**RELATED TO:** Error Messages

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<sup>2</sup> This issue exists in versions of Report Exec Enterprise prior to version 11.08 that are **only** compatible with Microsoft Internet Explorer.



## Error message : “Login failed for cesi\_user” or “Login failed for cesi\_admin”.

This error should not occur for Report Exec Direct customers. For customers hosting their own data, if this error suddenly occurs out-of-the-blue, then it is likely the result of server-end maintenance that was done by I.T. The “cesi\_user” and “cesi\_admin” accounts are back-end service accounts within the SQL database server. These accounts are used by both the web application and Report Exec Dispatch to communicate with the database on the SQL server. The credentials for these back-end users are kept in an encrypted connection string and never change via application code or any automation in the system. This has been known to occur after website updates, SQL database user property changes, web server migrations, database server migrations, or inadvertent changes to the web.config connection string information.

**RESOLUTION:** The first thing to check is to verify if the SQL Database Administrators changes the cesi\_user and cesi\_admin passwords in SQL. If this is the case, the web.config files on the server in the user and Admin website folders need to be deleted and the CESIReportExecConfigurationApps will need to be re-ran for the each site using the new SQL passwords for each user, which will then recreate the web.config file with the new encrypted connection strings and new credential information. If there is still an issue after that, then Report Exec Technical Support should be contacted for further assistance.

**RELATED TO:** SQL server, IIS server, Error Messages

## Error Message: “String reference not set to an instance of a String” along with additional Stack Trace information.

This error can sometimes occur if the URL being used as a shortcut has a bad web address.

**RESOLUTION:** Modify the shortcut and/or “Favorite” icons that are being used to access the Report Exec logon page. The standard format for a good, clean, URL that takes a user directly to the logon page for Report Exec is as follows: <http://servername/CESIReportExec/logon.aspx>. It is also recommended to make sure you are using at least a mid-2015 version of Report Exec Enterprise.

**DOCUMENTATION:** [HowTo-WebURL.pdf](#)

**RELATED TO:** Error Messages