

## Error Generating Reports

Octavian - 2014-10-27 - SafeNet

**Problem:** *Trying to run a report in SafeNet generates an error*

There are two known causes for an unsuccessful attempt at generating a report. They are as follows:

### **Internet Explorer returns a HTTP STATUS 404 error**

The particular version of Internet Explorer you are trying to use is not currently supported.

The solution is to enable Compatibility View on the Address Bar. Click/tab on the unhighlighted Compatibility View icon button. (See image below) NOTE: The webpage will reload with Compatibility View turned on



Compatibility View will display SafeNET as if you were viewing it in a previous version of Internet Explorer. You do not need to click the button again to enable Compatibility View - the next time you visit SafeNET, Internet Explorer will automatically show it in Compatibility View.

Generating a report in Compatibility View should not return a HTTP STATUS 404 error message.

**NOTE!** SafeNET is no longer supported under Internet Explorer 9 and below.

### **Web Browser POP-UP Blocker or using a similar installed application.**

**Problem:** *Web Browser is blocking the reports new-window to be opened, confusing it with and advertising.*

**Solution:** Pay attention for any POP-UP indicators and temporary allow the operation or add an exception for safenet website.

Tags

client ui