

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