

Fact Sheet – Nothing happens when trying to Print a report from ChilliDB - OR - a warning about Active X is shown

Introduction

This Fact Sheet assists in configuring your web browser to use the Business Objects Report Viewer's Print functions.

The issue is tracked the Business Objects Website (<http://businessobjects.com.au>) through KBase Article ID:c2016938 and KBase Article ID:3932570 and applies to version XI as well.

This problem often occurs when you access your ChilliDB via an internet address. For the Print to work properly, in Microsoft Internet Explorer, you need to adjust your browsers' security settings to accommodate Active X controls.

Active X controls are often disabled by default for pages which classified as being in the 'Internet' 'Security Zone'

The following steps will detail how to add the location (web address) for ChilliDB as a trusted site, which should allow Active X controls provided by the ChilliDB Reports viewer.

When viewing a web page, you can see what 'Security Zone' that page belongs to in the bottom right hand corner of the web browser's window, along its status bar.

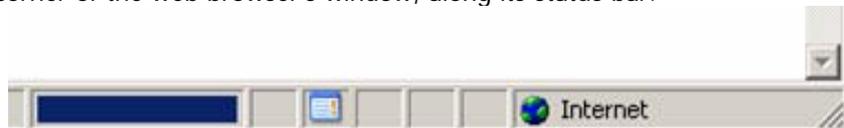


Figure 1: Internet Security Zone

When attempting to print reports from ChilliDB, you may also see alert messages like this:

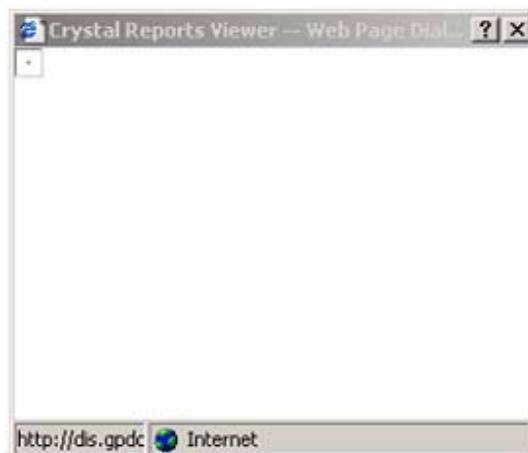




Figure 2: Example alert about Active X controls

In some cases, the following Security Warning dialog window appears to ask confirmation to install an Active X component from Business Objects. This Active X component will be required by the ChillIDB Report viewer to run the printing feature properly.

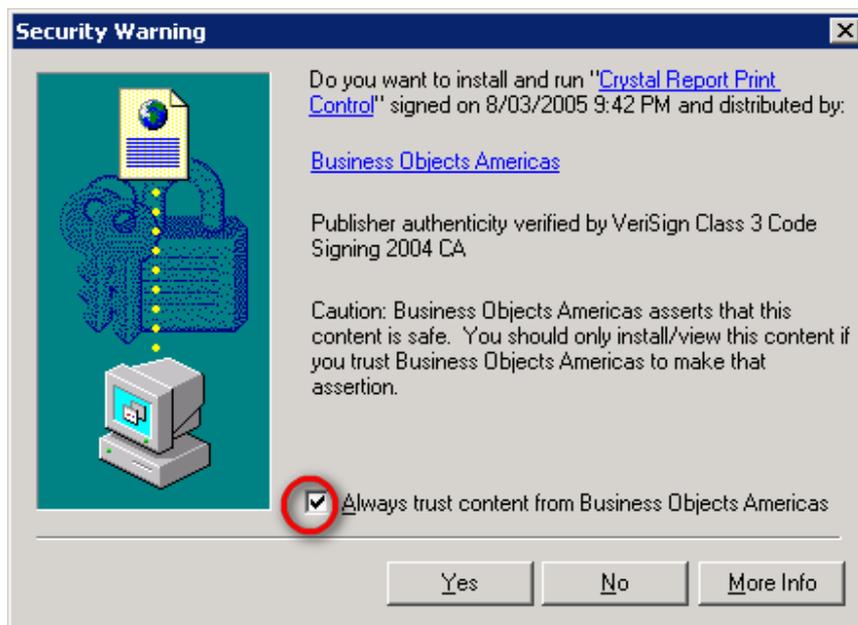


Figure 3: Example alert about Active X controls download confirmation

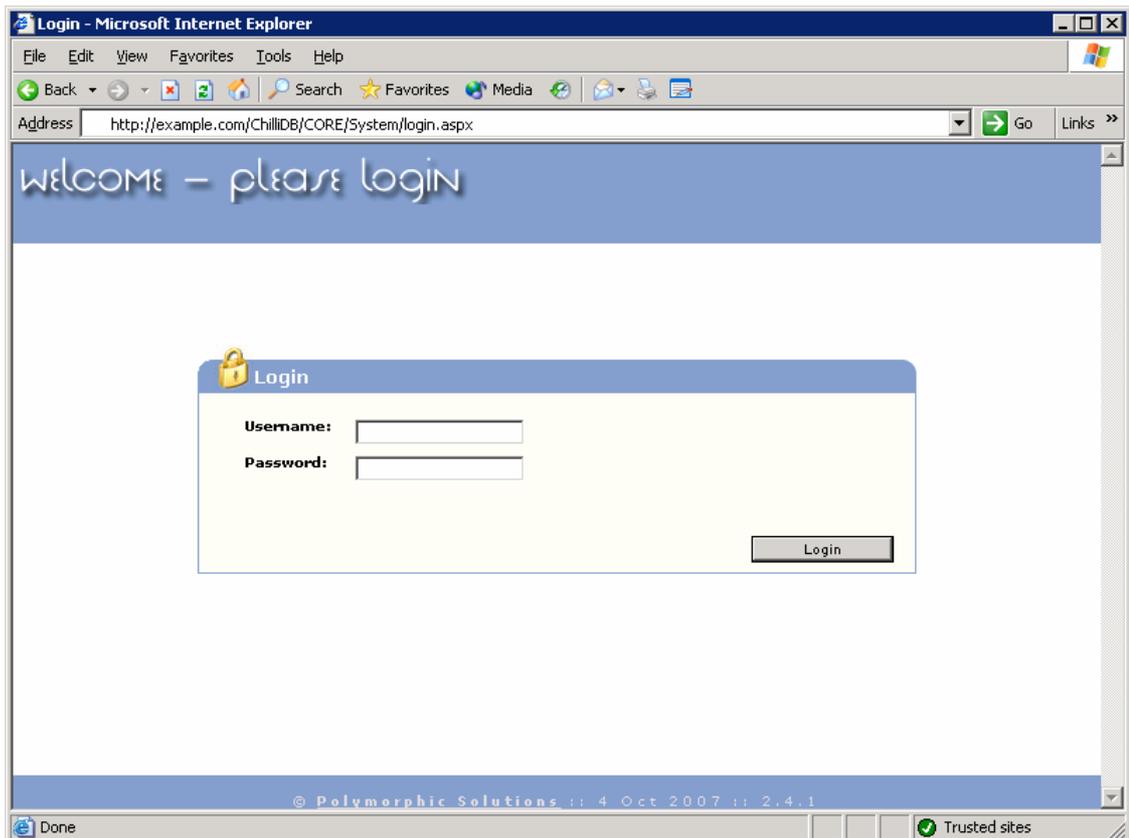
If you saw the last window showing up on your screen, you should make sure to tick the "Always trust content from Business Objects Americas" and then click "Yes" button. This will download Active X component required by the ChillIDB Report Viewer to be able to print properly. Once you have installed the Active X component into your computer, the print should be working straight away.

If the Security Warning dialog window does not appear on your screen, please follow the following steps to change your browser to show this prompt.

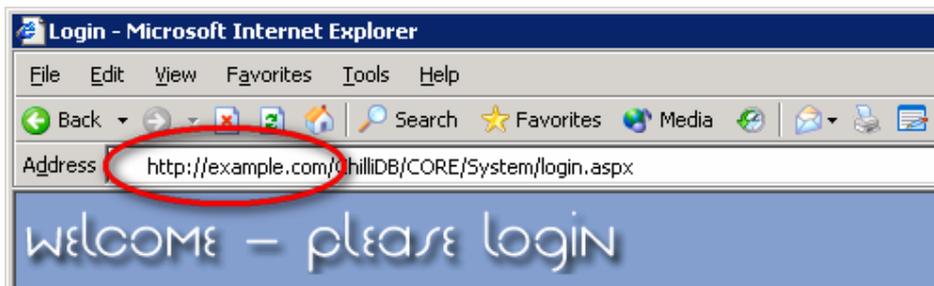
Steps to Change the Security Zone

The following assumes you are using Microsoft Internet Explorer 6.n

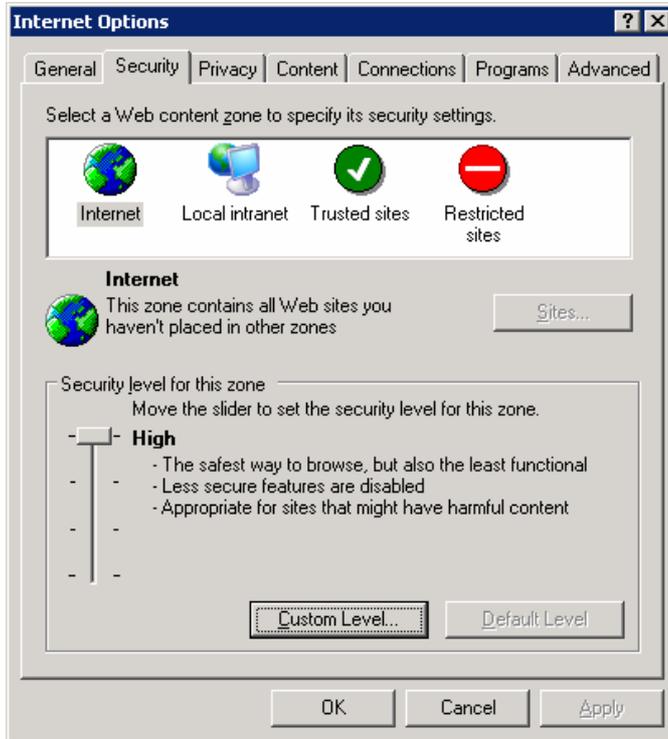
1. Open your web browser, and navigate to the login page for ChilliDB. If you are logged into ChilliDB, log out and you should see the login page.



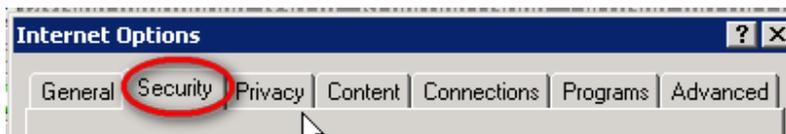
2. Copy or write down the base URL/Address from the address bar. The address bar will most likely look similar to this <http://example.com/ChilliDB/CORE/System/login.aspx> or <https://example.com/ChilliDB/CORE/System/login.aspx>. The base URL/Address in the above examples would be <http://example.com/ChilliDB/> or <https://example.com/ChilliDB/> respectively. Be sure you are on the ChilliDB login panel.



- In the Tools menu select "Internet Options..." (Should be the last item) to bring up the "Internet Options" window.



- Select the "Security" tab from the top (Should be the second tab from the left).



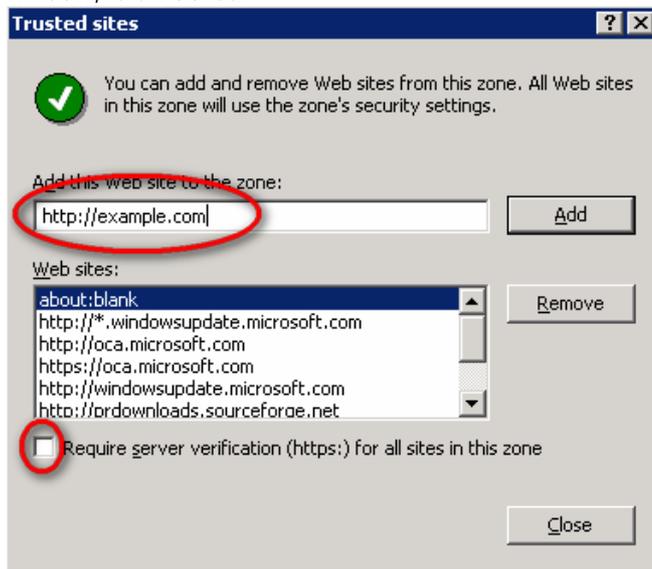
- Under the heading "Select a Web content zone to specify its security settings.", select the "Trusted sites" icon (Green circle with white tick).



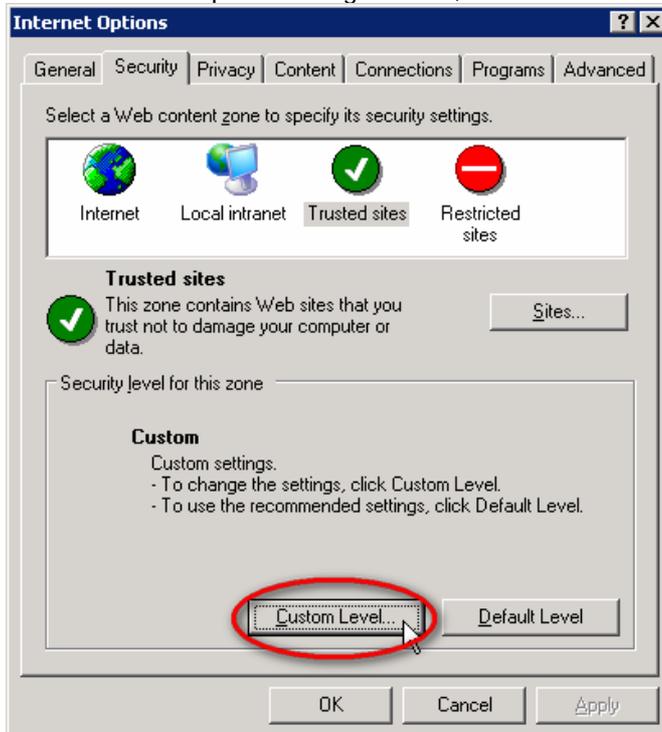
- Half way down on the right hand side of the window, select the button labelled "Sites"



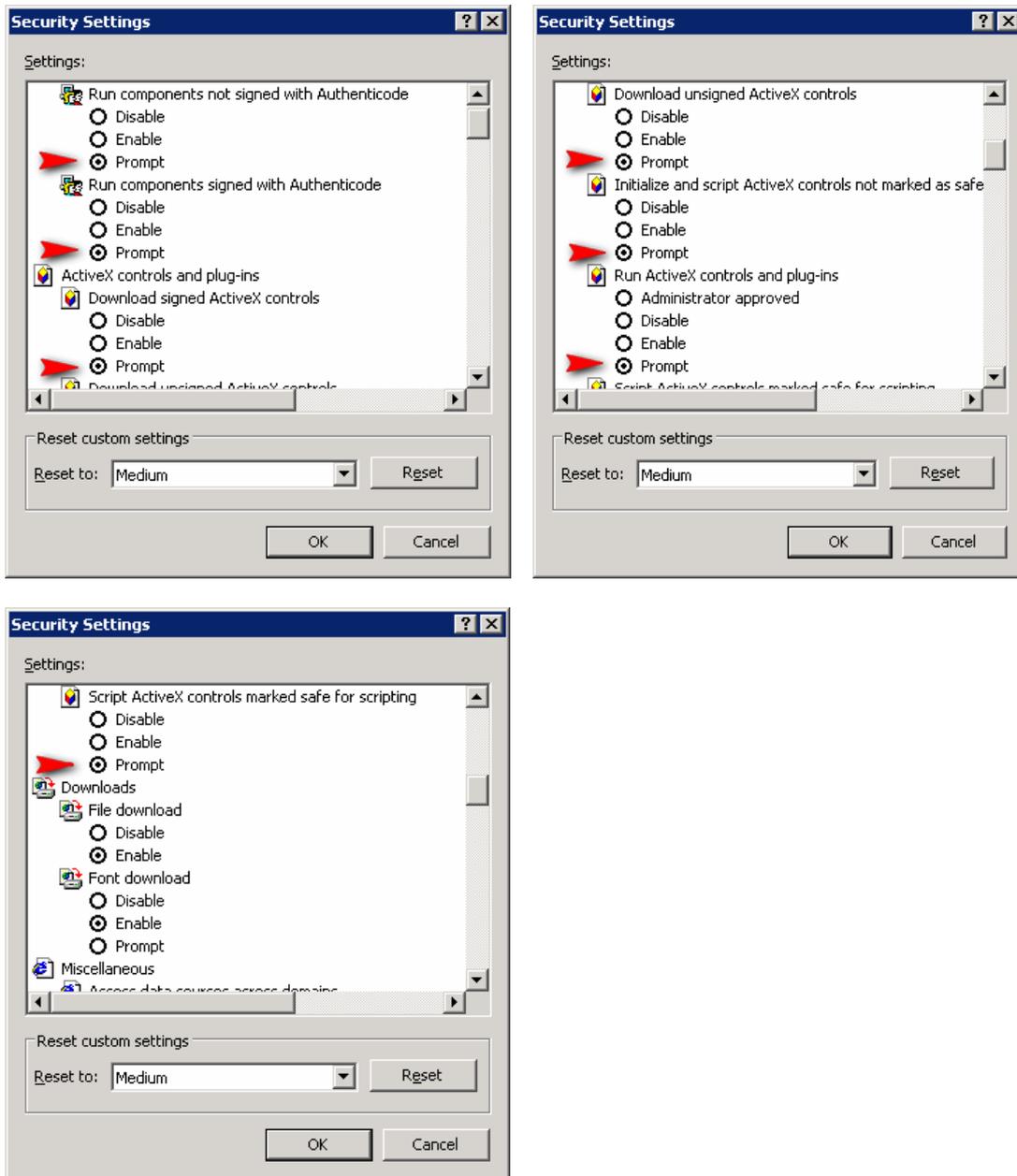
7. In the "Add this web site to the zone:" text box, paste or type in the base URL from Step 2.
8. If your base URL/Address starts with "http://" make sure (un-tick if necessary) that the "Require server verification (https :)" for all sites in this zone" check box, at the bottom of the window, is un-ticked.



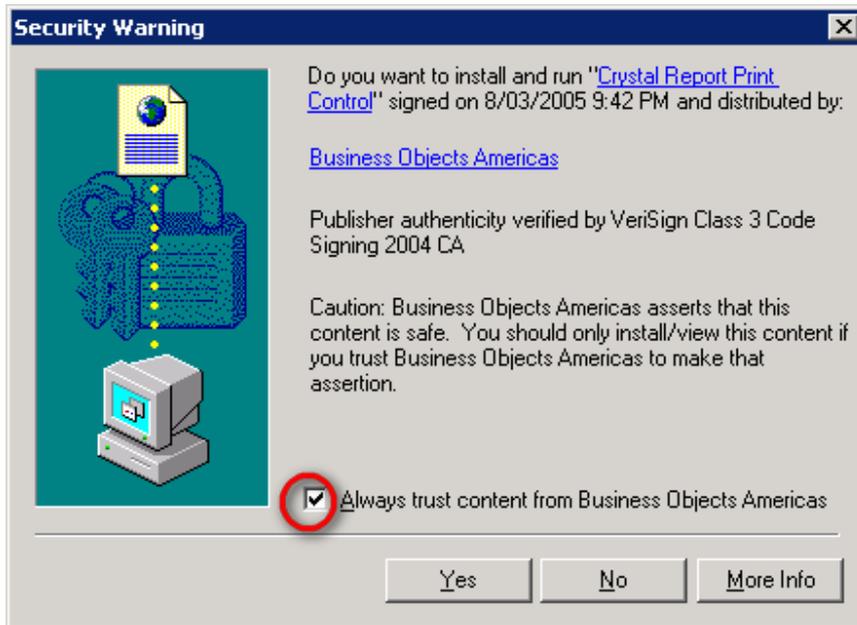
9. Click the "Add" button on the right, and then close the Trusted sites dialog window
10. On the Internet Options dialog window, click on "Custom Level..." button.



11. On the Security Settings dialog window, set the following components to Prompt option:



12. Click the "Ok" button to save and close the Security Settings dialog window.
13. Click the "Ok" button to save and close the Internet Options dialog window.
14. Go back to ChillIDB and try to print the report again. You may need to close down all copies of your web browser and re-open a new window.
15. You should now see the following Security Warning dialog appear (it may take 10 seconds or so to come up).



You need to make sure (tick if necessary) that the "Always trust content from Business Objects Americas" check box, at the bottom of the window, is ticked. This will make sure that future ActiveX components required by Crystal Report components will be downloaded automatically. Then click "Yes" button.

16. Printing reports should now work from within ChilliDB. If this does not work, you may need to close down all copies of your web browser and re-open a new window and try again. If the problem persists, please contact your systems administrator and have them review your pc's ActiveX settings.