ISSUE WHEN PRINTING OR EXPORTING REPORTS

BI SERVICE

THŌRAPPS

REFERENCES

This guide is part of ThorApps - BI Service product documentation. We encourage you to click through the links below to learn about using the BI Service app:

1. [Installation Guide](#)
2. [Environment Setup Guide](#)
3. [Quick Start Guide](#)
4. [User Guide](#)
5. [Purchasing Guide](#)
6. [Uninstall Guide](#)

PROBLEM

Issues may occur when printing reports and/or exporting a report to Excel using Google Chrome. After selecting Print a message box appears which states 'Click here to view the PDF of your report' but does not display a link for the PDF.

Print   ✕

Done printing.

Click here to view the PDF of your report.

Done
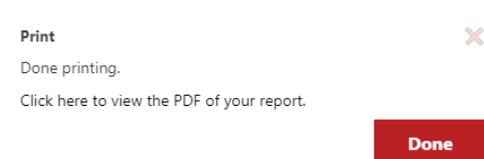
You try to download your report as an excel file and you receive a 'Server error in '/' Application' error.

Server Error in '/' Application.

Runtime Error

Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a "web.config" configuration file located in the root directory of the current web application. This <customErrors> tag should then have its "mode" attribute set to "Off".

```
<!-- Web.Config Configuration File -->

<configuration>
    <system.web>
        <customErrors mode="Off"/>
    </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

```
<!-- Web.Config Configuration File -->

<configuration>
    <system.web>
        <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
    </system.web>
</configuration>
```

SOLUTION

To fix issues with opening reports in **Google Chrome** please follow the instructions below.

In the upper-right corner of your browser, click the **Menu** button (three vertical dots). Click **Settings**.
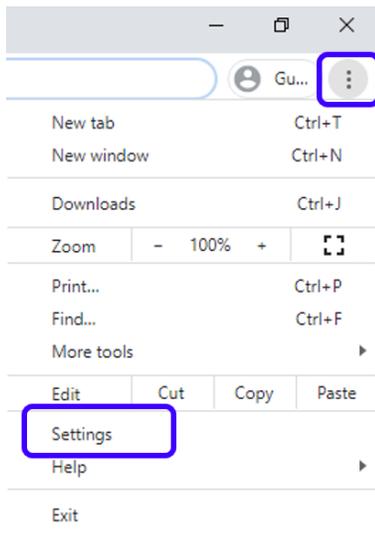
On the settings page, select the **Privacy and Security** group on the left-hand side. Select **Site settings**.
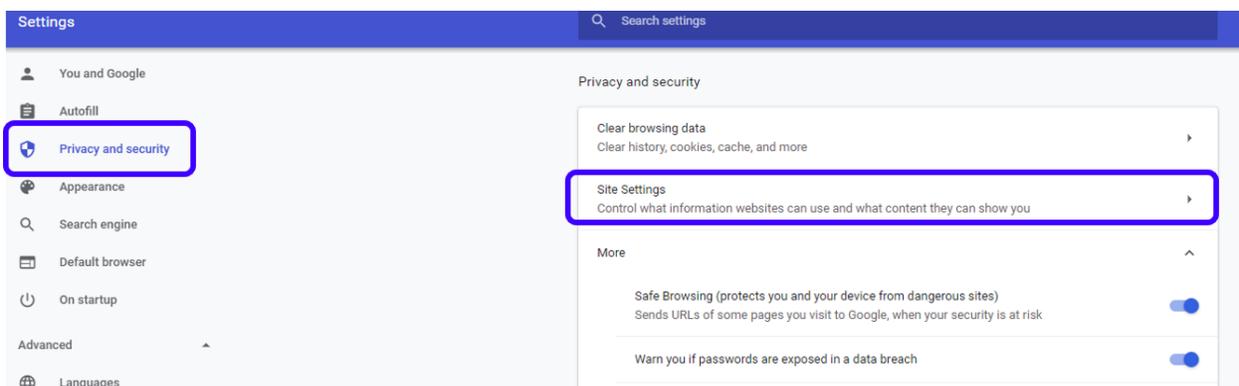
Click **Cookies and Site Data**.
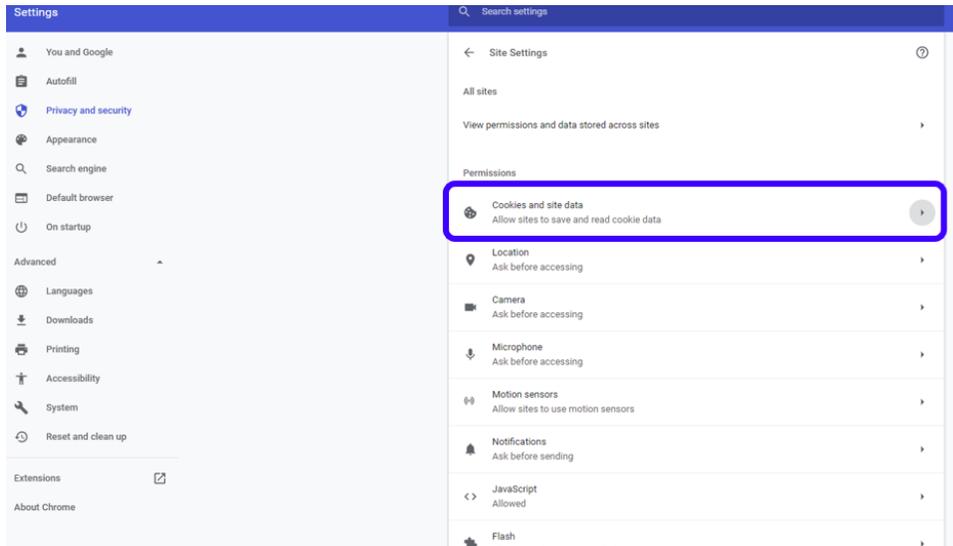
Ensure **Block third-party cookies** is not **ON**.
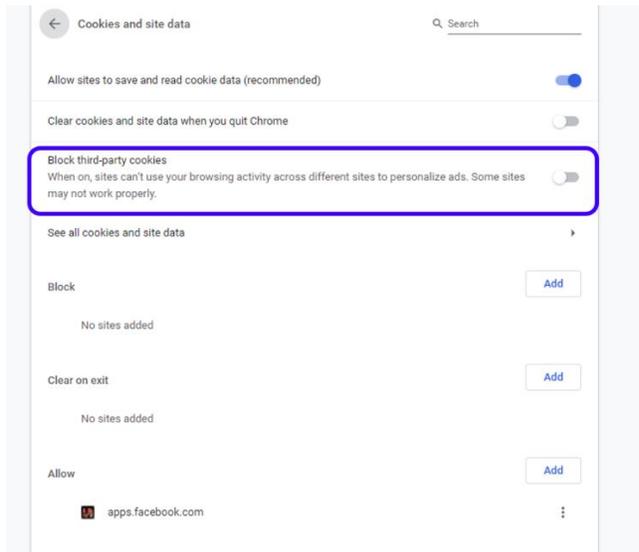
You can now close the tab.

NOTE:

Turning off third-party cookies does not make a browser any safer. It stops sites from tracking the user as they move around the web. Google Chrome does warn that turning this to ON may break some websites

If the change of the third-party cookies settings **does not** resolve the issue, then please add the following sites to the allowed sites settings in Chrome:

- **[*.]sharepoint.com**
- **[*.]thorapps.com**

To modify "allowed" sites in Google Chrome:

In the upper-right corner of your browser, click the **Menu** button (three vertical dots). Click **Settings**.
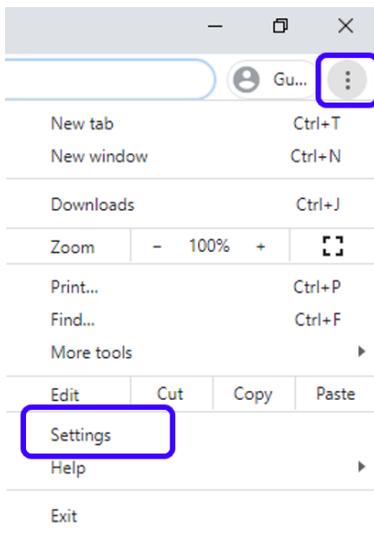
On the settings page, select the **Privacy and Security** group on the left-hand side. Select **Site settings**.
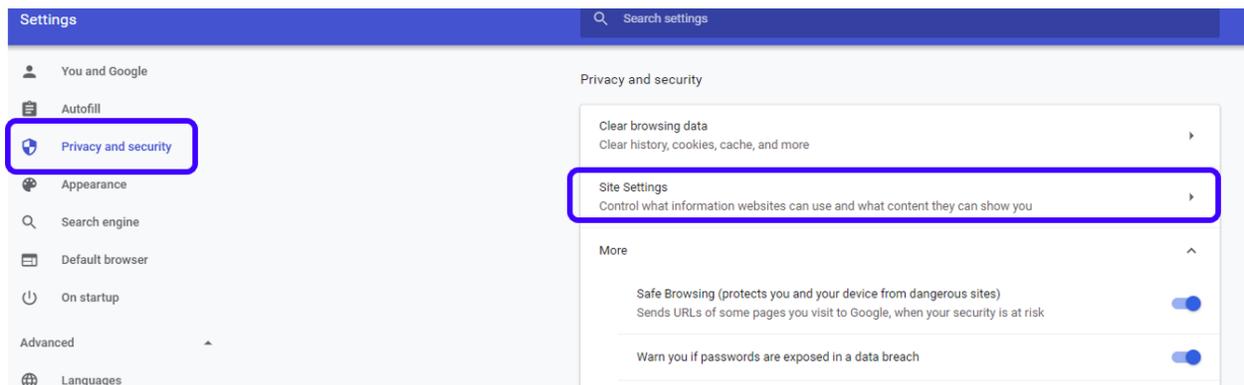
Under **Cookies and site data**, go to the **Allow** section and click **Add**.
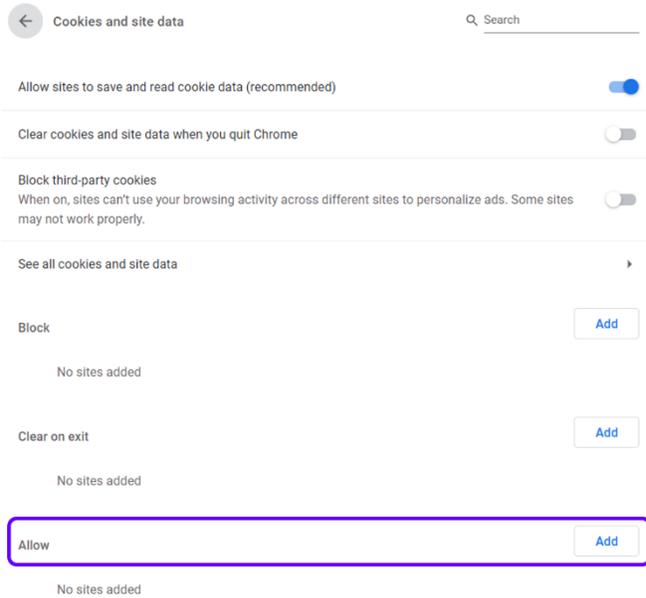
Add the sites recommended above including the wildcard prefix in the format shown.
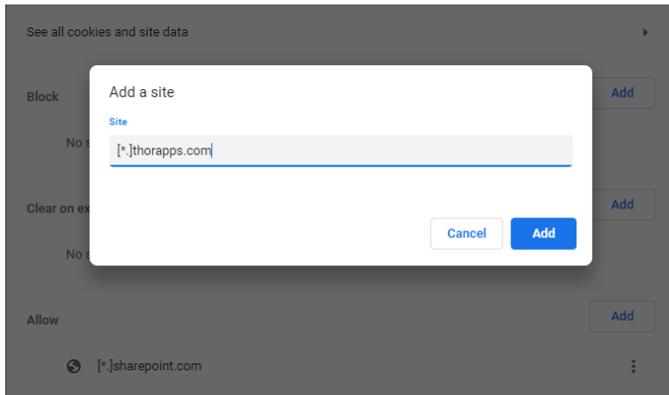
If the cause of the issue is the same then what we have written, with the addition of the text above, should solve the issue.

ANY QUESTIONS?

Contact our team of specialists at info@thorapps.com.

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