ISSUE WHEN PRINTING OR EXPORTING REPORTS BI SERVICE

Copyright © 2013-2020 www.thorapps.com





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.





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**.

Set	tings	Q Search settings	
*	You and Google	Privacy and security	
Ê	Autofill	Olean kenungan data	
0	Privacy and security	Clear history, cookies, cache, and more	•
۲	Appearance	Site Settings	
Q	Search engine	Control what information websites can use and what content they can show you	
	Default browser	More	^
Ċ	On startup	Safe Browsing (protects you and your device from dangerous sites) Sends URLs of some pages you visit to Google, when your security is at risk	•
Adva	anced	Warn you if passwords are exposed in a data breach	•
	Languages		

Click Cookies and Site Data.



Settings		Q Search settings			
÷	You and Google	÷	Site Settings	0	
Ê	Autofill	Allsi	ites		
0	Privacy and security	10.00			
۲	Appearance	View permissions and data stored across sites		,	
Q	Search engine	Permissions			
	Default browser		Cookies and site data		
ப	On startup	ø	Allow sites to save and read cookie data	Allow sites to save and read cookie data	
Adva	nced	0	Location Ask before accessing	•	
0	Languages		Camera		
*	Downloads		Ask before accessing		
ē	Printing	ŵ	Microphone Ask before accessing	•	
Ť	Accessibility		Motion sensors		
4	System	0-9	Allow sites to use motion sensors	,	
Ð	Reset and clean up		Notifications Ask before sending	•	
Exter Abou	nsions 🖸	\diamond	JavaScript Allowed	•	
		*	Flash	•	

Ensure **Block third-party cookies** is not **ON**.

Cookies and site data	Q Search
Allow sites to save and read cookie data (recommended)	
Clear cookies and site data when you quit Chrome	() 1
Block third-party cookies When on, sites can't use your browsing activity across differen may not work properly.	t sites to personalize ads. Some sites
See all cookies and site data	×
Block	Add
No sites added	
Clear on exit	Add
No sites added	
Allow	Add

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

Copyright © 2020-2019 www.thorapps.com



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.

		- 0	×
) \varTheta G	J
New tab			Ctrl+T
New windo	w		Ctrl+N
Download	5		Ctrl+J
Zoom	- 10	0% +	53
Print			Ctrl+P
Find			Ctrl+F
More tools			►
Edit	Cut	Сору	Paste
Settings			
Help			•
Exit			

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.

← Cookies and site data	Q Search	
Allow sites to save and read cookie data (recommended)		
Clear cookies and site data when you quit Chrome		
Block third-party cookies When on, sites can't use your browsing activity across different sites to p may not work properly.	ersonalize ads. Some sites	
See all cookies and site data		•
Block		Add
No sites added		
Clear on exit		Add
No sites added		
Allow		Add
No sites added		

Add the sites recommended above including the wildcard prefix in the format shown.

See all cook	ies and site data	•
Block	Add a site Site	Add
NO E	[*]thorapps.com Cancel Add	Add
Allow		Add
3	[*]sharepoint.com	:

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.

