

ART Access Troubleshooting Fixes

If you're having difficulty accessing ART on your computer, try these possible solutions:

NETWORK ISSUES:

1. Is **Port THP 8443** open to outgoing and response traffic? Check firewall.
 - a. Is IP address 65.166.193.112 open as their address for Port 8443?
 - b. If their IT Dept is very strict on port access, inform them that they need to open port 8443 for outgoing and response SSL traffic to report4.servicept.com.
2. **Proxy Servers:** Proxy servers usually cause no difficulty with ART connectivity. However, there have been a couple of cases where the proxy server has been causing the problem. If this may be the problem, try adjusting the Internet Explorer settings:
 1. Click "Tools" --> "Internet Options"
 2. Select the "Connections" Tab,
 3. Click on the "LAN Settings" button
 4. Click on "Automatically Detect Settings"
 5. Click "OK"
 6. This brings you back to the Internet Options dialog box. Click "OK".

SOFTWARE ISSUES:

3. Is **Java** installed?

Check Control Panel: Is Java listed (or is the icon visible – a coffee cup)?

If there is no icon, download the Java applet from http://java.com/en/download/windows_xpi.jsp. Follow the instruction supplied. You may need Administrator permission (on your machine) to install software. Contact your System Administrator for assistance.

4. Check to make sure **Java version** 1.6 update 1 is NOT installed. To check which version of Java is running on your computer:
 1. Click on the 'Start' button
 2. Click on "Control Panel"
 3. Double-click the "Java" icon; a pop-up box should come up
 4. Click on the "About" button
The first line of text shows which version of Java is running. For example:

"Version 1.5.0 (build 1.5.0_10-b03)"
 5. If your computer shows that Version 1.6 is running, uninstall it. This should revert you back to Version 1.5.

BROWSER ISSUES:

5. **Using Internet Explorer?** Business Objects supports ONLY Internet Explorer.
6. **Internet Explorer version 5.5 or higher?** To find out, click on the "help" button, then "About Internet Explorer. You will see a pop-up window that shows what version of IE you are running.
7. Verify your **browser has Java enabled:**
 1. Click "Tools" --> "Internet Options"
 2. Select the Advanced Tab, and scroll down to "Java (Sun)"
 3. Check the box next to the "Use Java 2" version
 4. Next, select the Security Tab, and select the "Custom Level" button
 5. Scroll down to "Scripting of Java applets"
 6. Make sure the "Enable" radio button is checked.
 7. Click OK to save your preference.

You may need Administrator permission to change settings on you machine's browser. Contact your System Administrator for help.

5. **Security level** for the Trusted Sites Zone should be set to 'Low"

Go to Internet Explorer-->Tools-->Internet Options

Click on the **Security** tab.

Click on the green "Trusted sites" circle

In the Section labeled "Security level for this zone"; should be set to "low".

If it's not, click on the "Custom Level" button.

In the drop-down list labeled "Reset Custom Settings", select "Low"

Click the "Reset" button to the right.

You'll get a pop-up box asking if you're sure. Click "Yes"

Click "OK"

You'll be back to the Internet Options box, Security tab. The Security level for this zone should now say "Low".

6. Be sure security or privacy functions are **not blocking report** website. This can block access to ART completely, but many people have been getting blocked when trying to save their reports.
Try this:

a. Add <https://report4.servicept.com> to list of trusted sites:

Go to Internet Explorer-->Tools-->Internet Options

Click on the **Security** tab.

Click on the green "Trusted sites" circle

Click the "Sites....." button

You'll see a text box with the label, "Add this Web site to the zone:

Enter the following web site in that textbox:

<https://report4.servicept.com>:

Click "add"

Uncheck the box the says, "Require server verification for all sites in this zone."

Click 'OK'

Click the **Privacy** tab

Check "Block Pop-up"

Click on the "Settings" button

You'll see a text box with the label, "Add Web site to allow:

Enter the following web site in that textbox:

<https://report4.servicept.com>:

Click "add"

In the "Filter Level" textbox, be sure the level is set to:

"Low: allow pop-ups from secure sites."

Click "Close"

Click "OK"

Now they'll need to exit out of ART and ServicePoint, then close down the Internet Explorer Browser. They do not need to restart the computer.

Re-open Internet Explorer, then get to ART. They should now be able to save their report to a pdf.

Note: A user could get a popup box asking if it should allow the ActiveX control "MS XML". This is a stylesheet usually automatically installed on IE 6. If it is missing or corrupted, the program will ask to re-install it. Select yes; this is a harmless, and useful control.