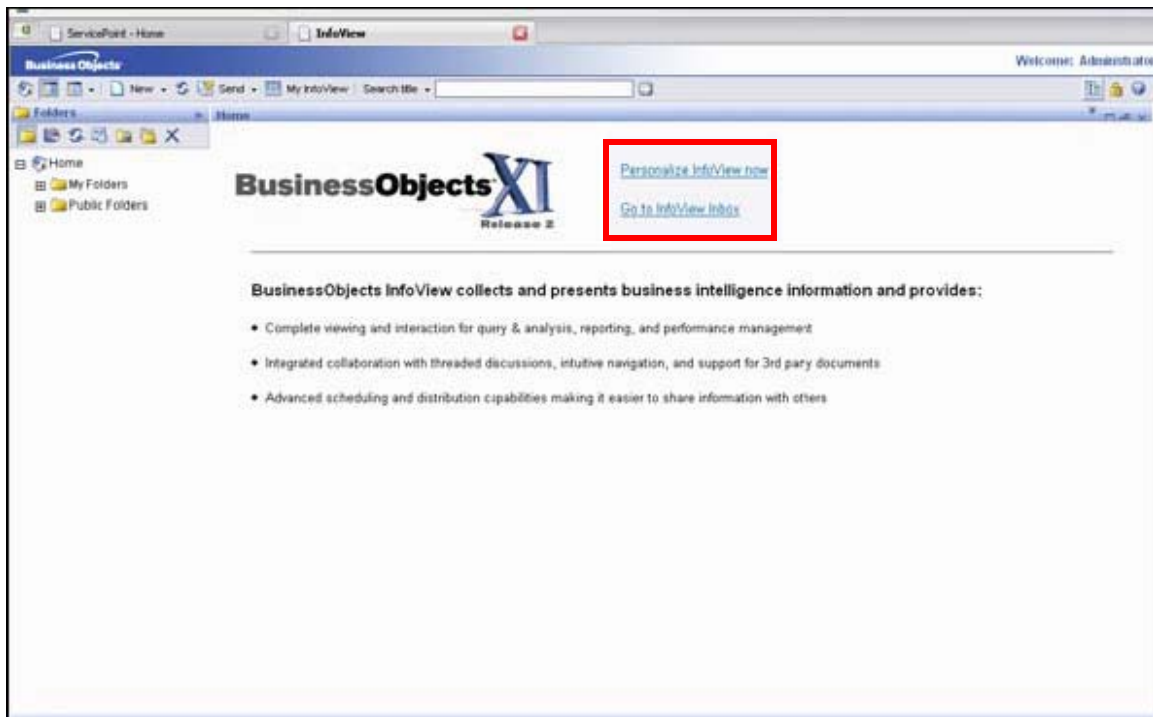


## ART Report PDF Formatting Fix

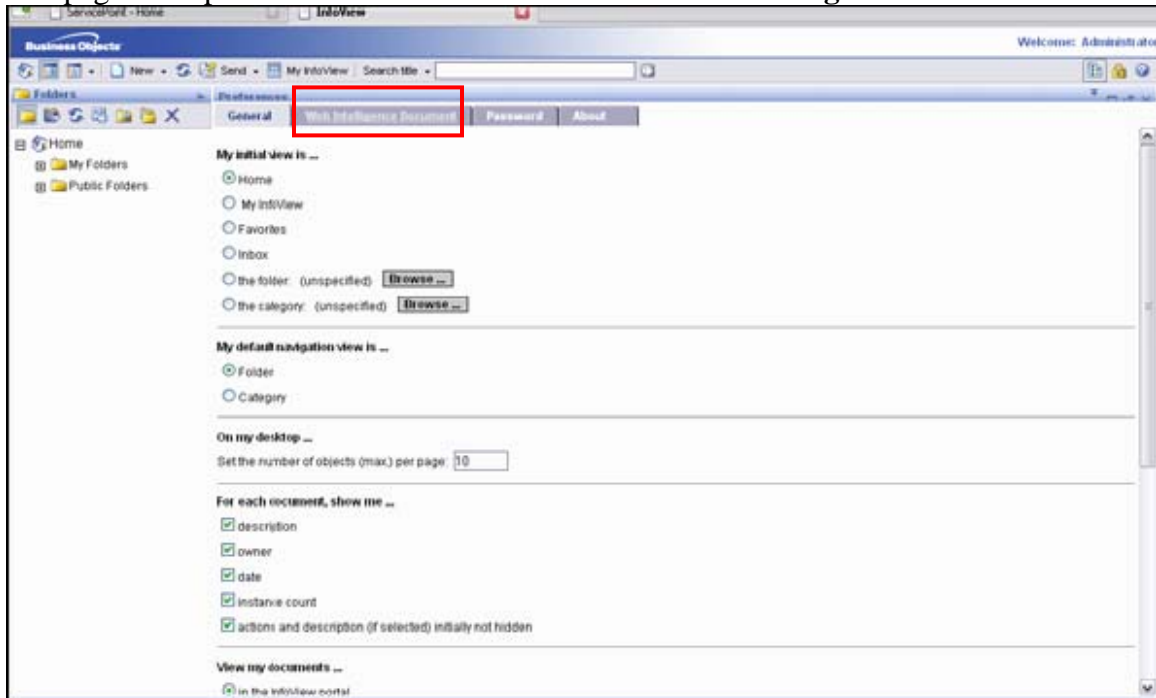
Problem: Reports saved as PDF may not format properly. If this is happening to you, make the following adjustment to your ART preferences. This should result in a more desirable PDF format.

1. From ServicePoint, link to the ART tool. The Business Objects page will open and look similar to the image below. In the center of the page you should see in a gray box the “Personalize InfoView now” option. Click on it.

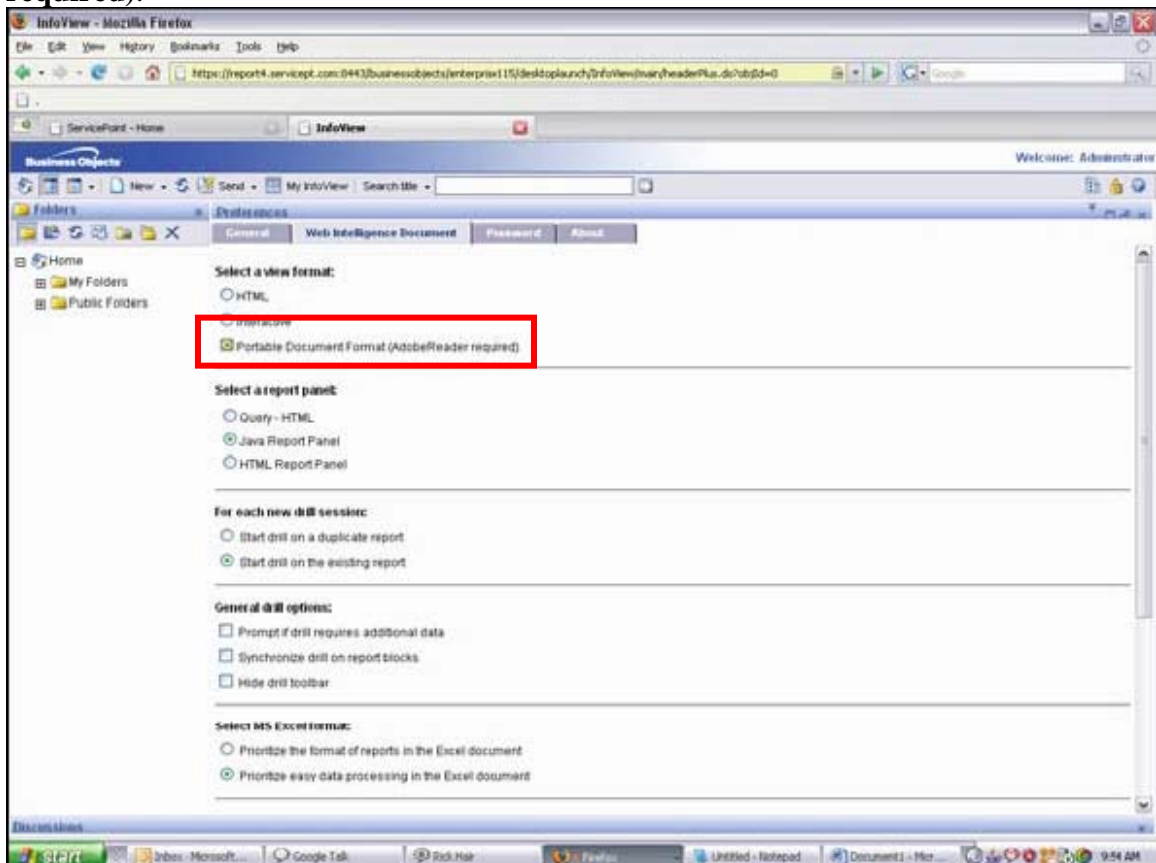


## ART Report PDF Formatting Fix

The page that opens will look like this: Select the **Web Intelligence Document** tab.

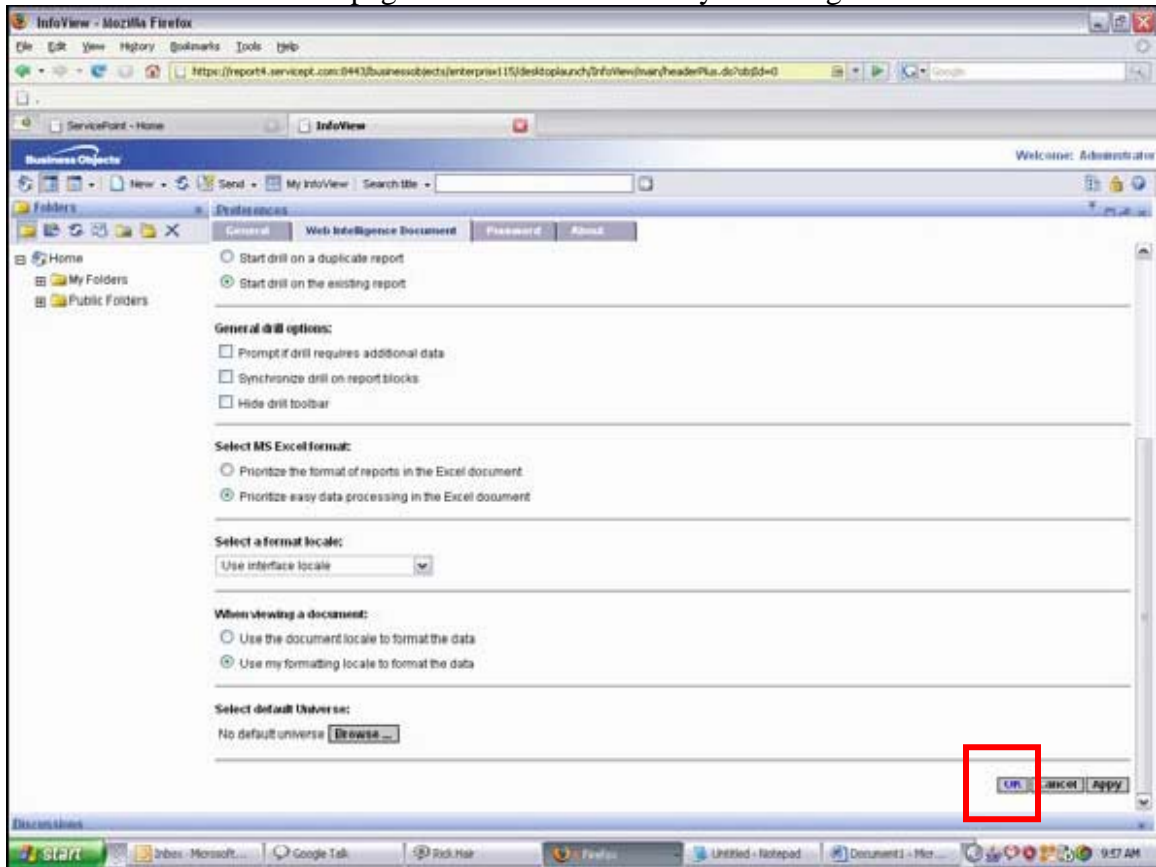


Switch the **Select a view format:** option to **Portable Document Format (AdobeReader required)**.



## ART Report PDF Formatting Fix

Scroll to the bottom of the page and click **OK** to save your changes.



Now you can run your reports in the usual way. You will see the pdf format of the report in the report viewer. Save the reports using the same steps you used before.