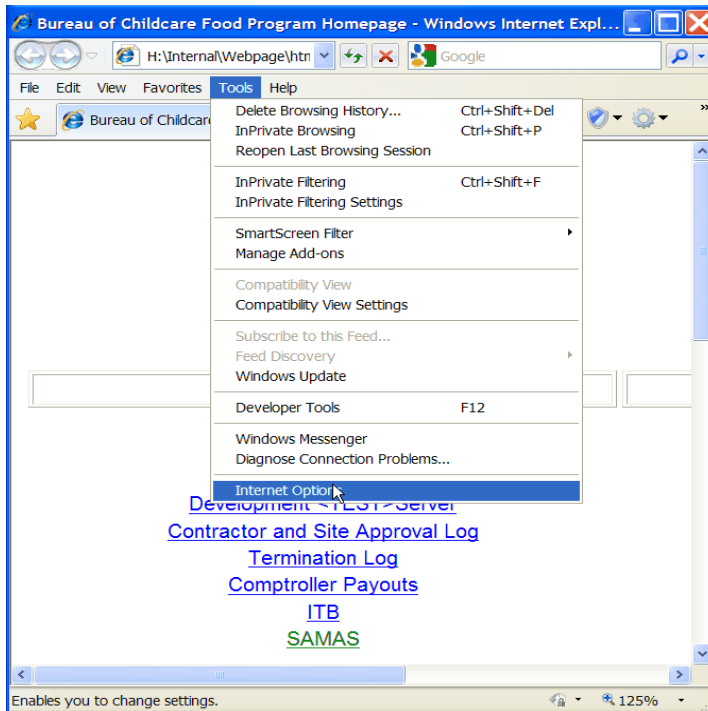


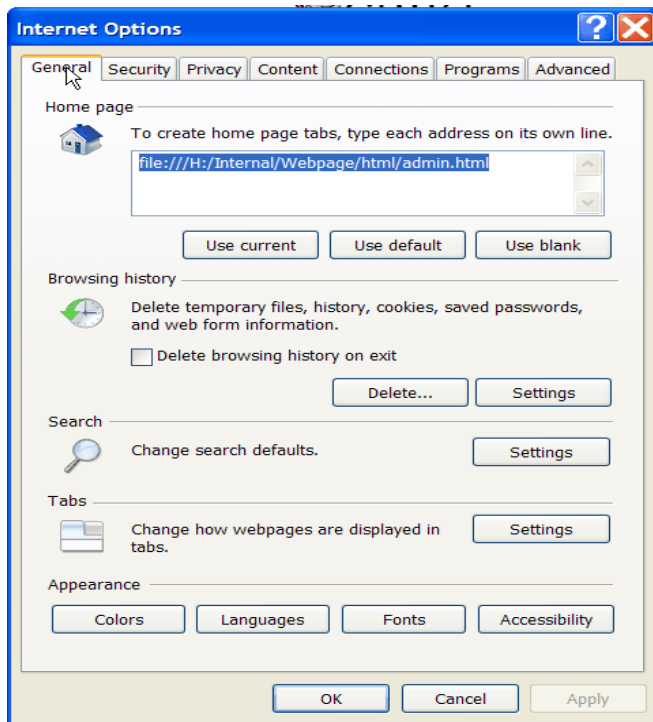
Suggestions to Fix Errors in Printing MIPS Reports

Check Internet Explorer Browser Settings

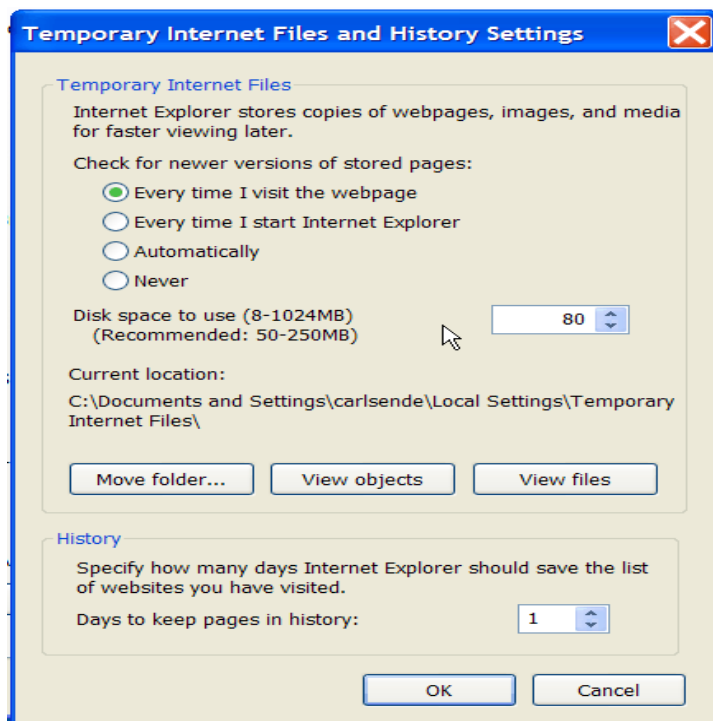
- 1) Open Internet Explorer
- 2) Go to Tools > Internet Options



- 3) Click on the General tab

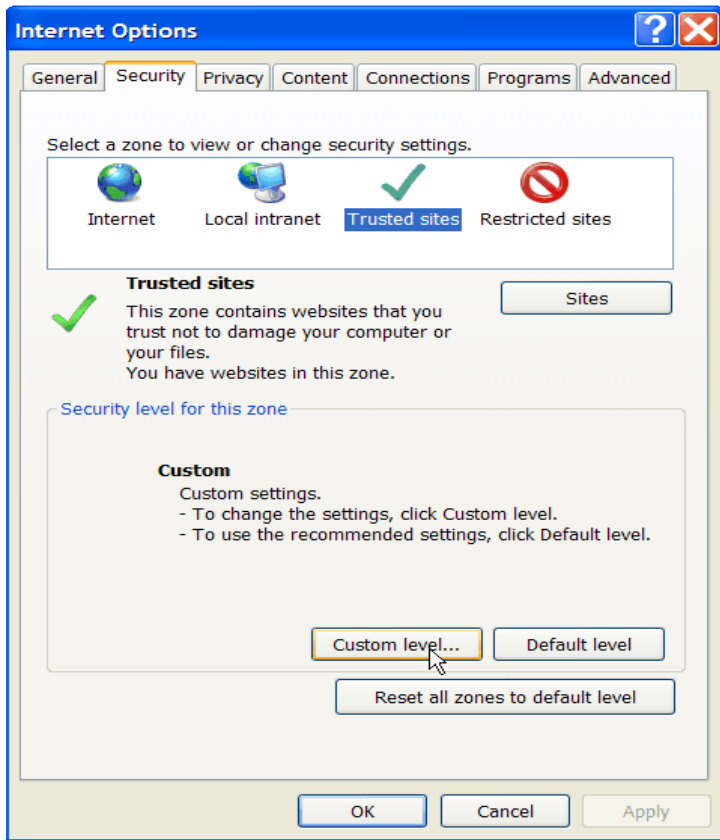


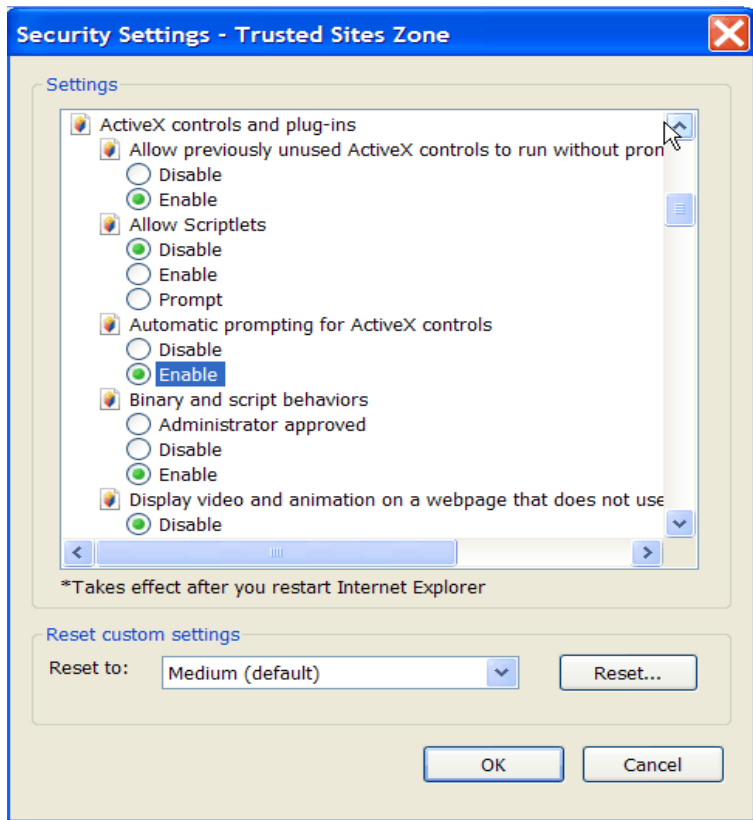
- 4) Under "Temporary Internet files"
- 5) Click on "Settings" button
- 6) Check for newer versions of stored pages – "Every visit to the page" must be checked on



- 7) Click OK
- 8) Go to the Security tab
- 9) Highlight Trusted Sites

10) Click on Custom Level button





11) Make sure all radio buttons under “Active X controls and plug-ins” with “ActiveX” in the heading have “Enable” checked on. Click ok.

NOTE – If you are using Internet Explorer 7 or newer it might say (not secure) next to “Enable”. If that is the case select “Prompt” for the settings.

12) Highlight Internet

13) Click on Custom Level button

14) Make sure all radio buttons under “Active X controls and plug-ins” with “ActiveX” in the heading have “Enable” checked on. Click ok.

NOTE – If you are using Internet Explorer 7 or newer it might say (not secure) next to “Enable”. If that is the case select “Prompt” for the settings.

15) Click ok and ok

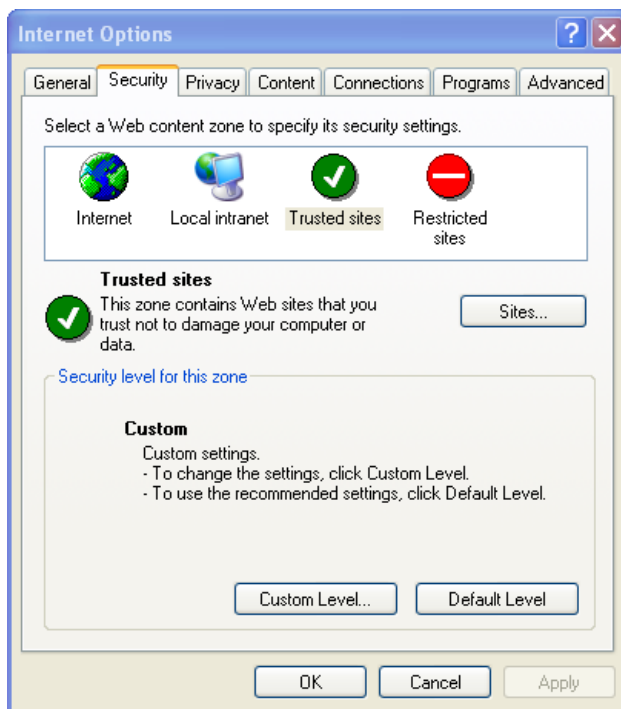
16) Test reports

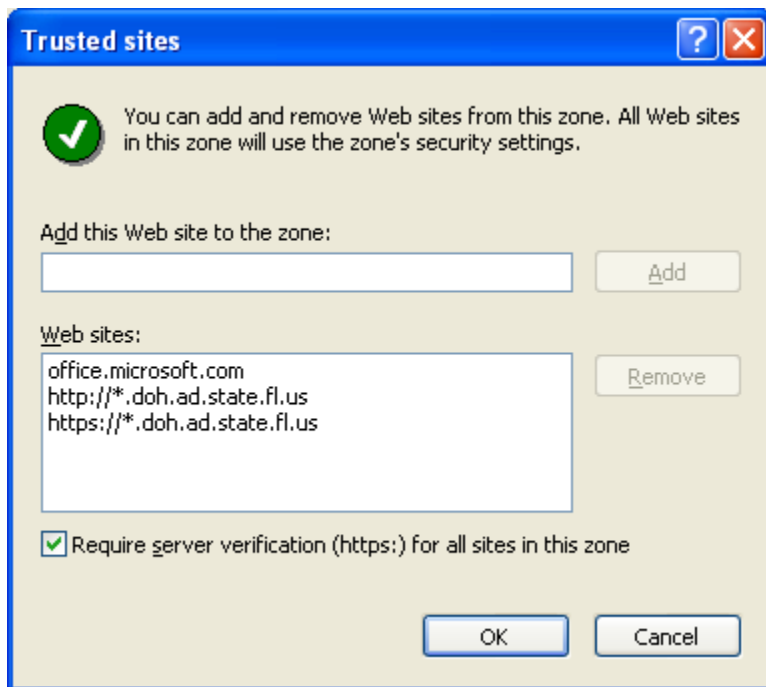
Adding a site to Trusted Sites

If you get the message box below or reports do not appear when you click “Print Preview”, try adding the web address to IE Trusted Sites.



To fix this, add the domain (http://*.doh.state.fl.us) and (https://*.doh.state.fl.us) to the Trusted sites list in IE and try again. Find this list in IE under Internet Options, Security tab. Click on Trusted sites, then click on Sites button, add the above web addresses. You may have to uncheck the require server verification to add the <http://> address.



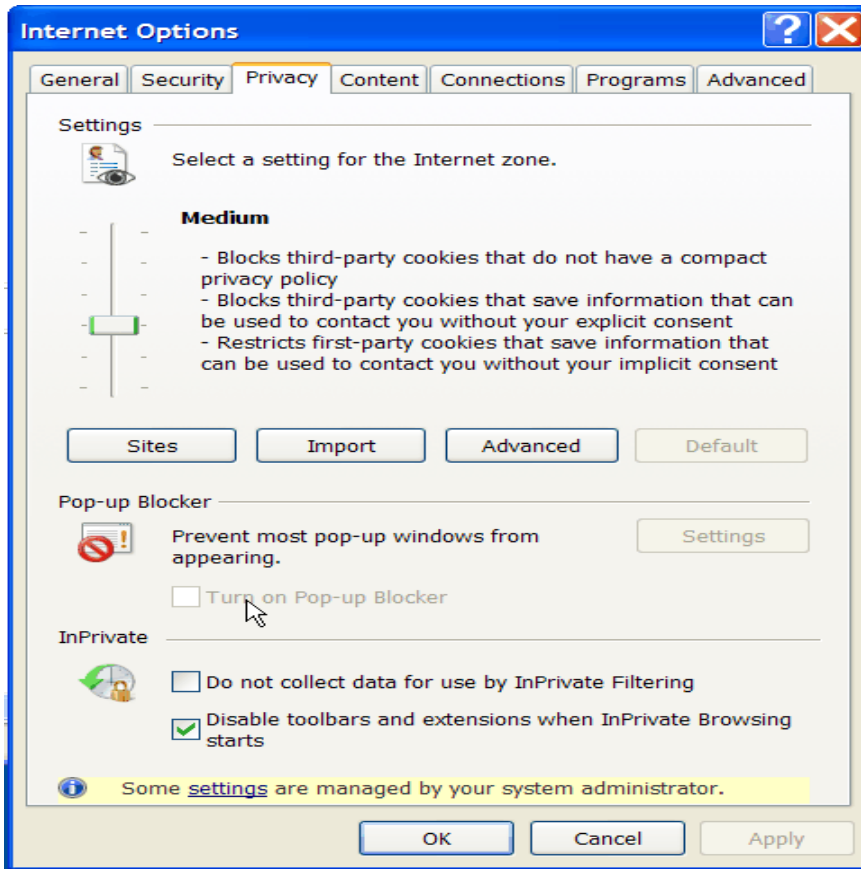


Your Trusted Sites section should have the 2 DOH sites as indicated above when done properly.

Pop-Up Blockers

There have been some cases where people have had a pop-up blocker enabled and it prevented Crystal Reports from working properly. Disable any pop-up blocker then see if Crystal Reports works.

Go to Tools > Internet Options > Privacy
Uncheck **Turn On Pop-up Blocker**



You can view the reports but they will not print for some reason.
Try this Crystal Report Viewer work around to export to PDF format.

- 1) Open the report as usual
- 2) Instead of clicking on the CR printer icon click on the "export" icon that is on the far left of the CR Viewer toolbar.
- 3) A window will open.
- 4) For "File Format" select "Abode Acrobat - PDF"
- 5) A PDF windows will open where you can now select the printer icon to print.