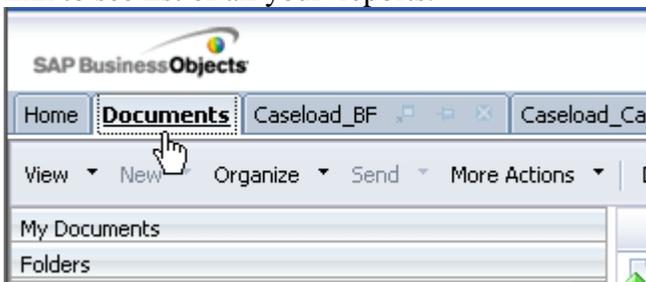


# Troubleshooting

## I'm lost and can't find the screen I need.

Navigating can feel awkward when you first start using the Crystal Reports. Two of the most useful tools for moving between screens are the “Refresh” icon and the “Document List” menu.

- The “Refresh” icon () is located in the toolbar at the top of your screen. Click on this icon to change your filter selections for a report. For instance, you would use this icon to run the same report for a different time period.
- The “Documents” link is located in your menu bar at the top of your screen. Click on this link to see list of all your reports.

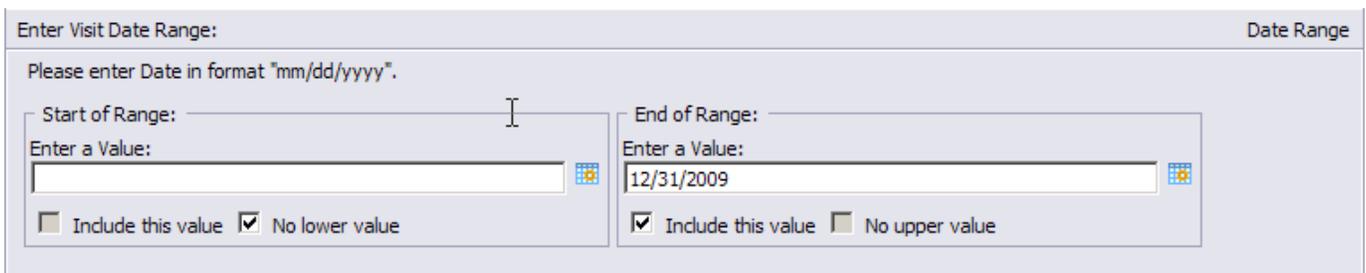


---

## I clicked the “OK” button on the screen with the filters, but nothing happened.

You probably skipped one of the filters. Make sure you have made a selection in every filter.

Note: The date filters require two dates, a start date and an end date for the report. You must enter a start date and an end date for the report OR you must use the special checkboxes below the date filters if you wish to leave either the start or end date unrestricted.

A screenshot of a dialog box titled 'Enter Visit Date Range:'. The dialog box has a 'Date Range' label in the top right corner. Below the title bar, there is a prompt: 'Please enter Date in format "mm/dd/yyyy".'. There are two main input sections. The first is for the 'Start of Range:' with an empty text box and a calendar icon. Below it are two checkboxes: 'Include this value' (unchecked) and 'No lower value' (checked). The second is for the 'End of Range:' with a text box containing '12/31/2009' and a calendar icon. Below it are two checkboxes: 'Include this value' (checked) and 'No upper value' (unchecked).

The date filter above will select all visit dates that occurred on or before 12/31/2009.

Enter Visit Date Range: Date Range

Please enter Date in format "mm/dd/yyyy".

<p>Start of Range: _____</p> <p>Enter a Value:</p> <input type="text" value="12/31/2009"/> <p><input checked="" type="checkbox"/> Include this value <input type="checkbox"/> No lower value</p>	<p>End of Range: _____</p> <p>Enter a Value:</p> <input type="text"/> <p><input checked="" type="checkbox"/> Include this value <input checked="" type="checkbox"/> No upper value</p>
--	--

The date filter above will select all visit dates that occurred on or after 12/31/2009.

### **My report won't print.**

Have you set your print preferences? Follow the instructions in the chapter, "Setting Your Print Preferences." This is a process that you need to complete only once. Until you set your print preferences to PDF, you will not be able to print a report.

Call ORCHIDS App Support if you are still unable to print: (971) 673-0382.

### **I ran my report, but there is no data on it. All I see are headings.**

There is no data to report for the selections you made in the filters. Click on the "Refresh"



icon ( ) in your toolbar. You will return to the screen with the filters. Review what you selected in each filter. Correct what you entered in the report filters and click the "OK" button to try running the report again.

### **I saved a report, but I can't find it.**

When you are inside of Business Objects Crystal Reports and you save a report, most of the network drives listed in the "Save As" window are on the state server in Salem. The only drive that appears in the dialogue box that you can access is called, "C\$ on 'Client' (V:)." In some agencies, you may also one or more of your network drives. See the chapter called, "Saving (Exporting) a Crystal Report" for more information.

### **Do you still have questions?**

Please contact ORCHIDS Application Support:  
 (971) 673-0382 or orchids.app-support@state.or.us