PropertyIQ

Generating Reports - Troubleshooting Guide

CONTENTS

Problem

Reports don't generate when you click *Preview* or *Generate*

Cause:
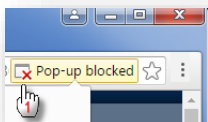Pop-ups for the PropertyIQ site are blocked

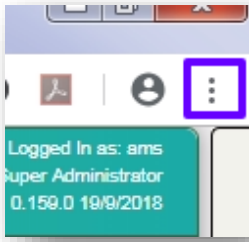### Prevention:
Allow Popups for propertyIQ

Fix:
We recommend using Chrome to when using PropertyIQ. You can set your Chrome settings to allow po-pups for PropertyIQ.

When popups are blocked, you will see a this symbol on the top right of your screen You can click on the pop up blocked symbol and enable popups for this site.

or you can go to Chrome Settings and enable pop-ups for PropertyIQ.

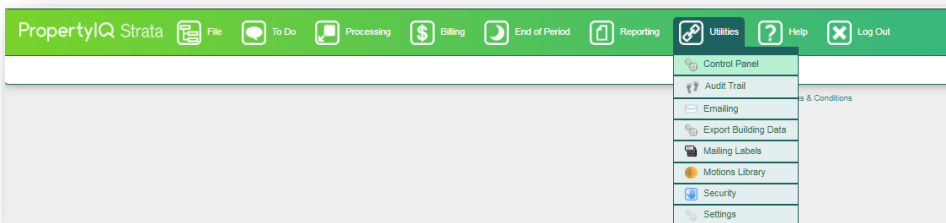Go to the three small dots on the top right of the screen to access Chrome Settings

Select Advanced Settings
Select Content Settings
Select Pop-ups and Re-directs
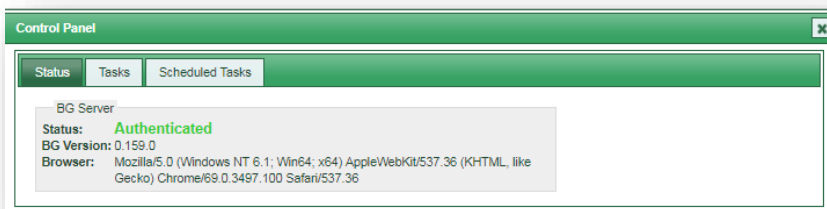Add PropertyIQ to your list of allowed sites.

Problem

Reports don't generate when you click *Preview* or *Generate*

Cause:

The Background server in PropertyIQ is not authenticated. First check the status of the background (BG) server.
Go to Utilities and select *Control Panel.*
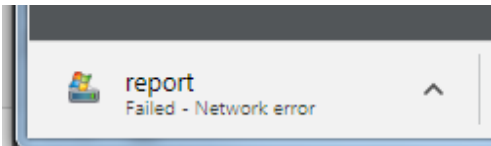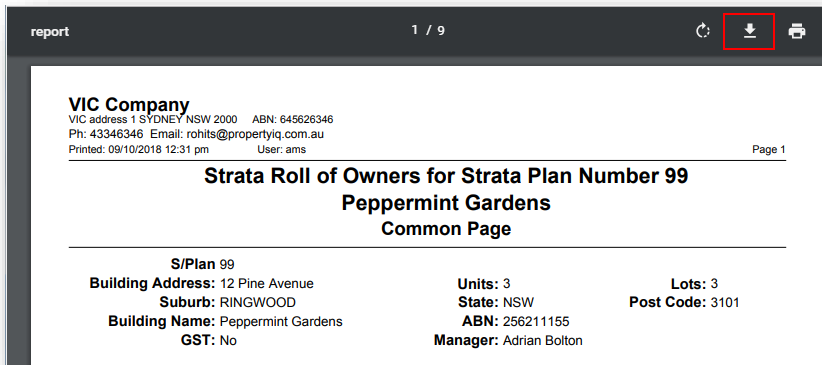

Check the Status

Fix:

If the status is anything other than *Authenticated*, email support@propertyiq.com.au to have the BG server reconnected.
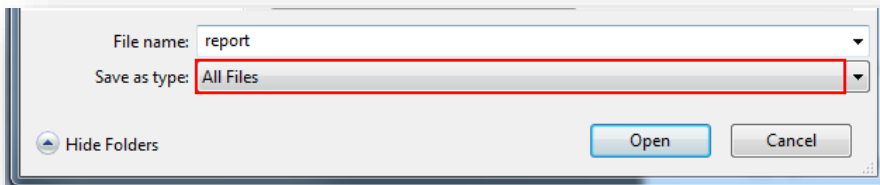
Problem

Certain reports will generate on screen but will throw an error when you attempt to download them.

Cause:

These reports are not stored on the server as a true PDF, rather data that is presented like a PDF file.
This is why when you try to save the file, it does not automatically give you the PDF file format in the save dialog.
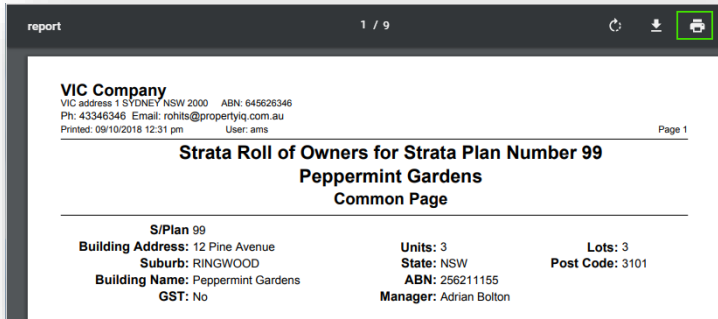
To generate this report in PDF format, you will need to print the report to PDF.
To do this:

1. Click the *Print* button in the top right-hand corner of the screen

2. On the Chrome print dialog, click *Change* and select *Save as PDF*
3. Now click *Save*
4. Save the file to the desired location, with the desired file name

Note that the *Adobe Acrobat Document* format is now automatically assigned to the file.