

9 Resolving Problems Trying to Run IDIS Reports

In this section are listed the most common problems found by users when trying to run IDIS Reports and their possible resolutions.

Please try to put them into action before calling to TAU when they apply.

If the problem persists, please provide screen shots or the error messages that are displayed and send them to the TAU. Contact the TAU at 1-877-483-8282 to receive detailed information.

Case 1 - Grantee who had his/her password reset is still unable to log into IDIS Reports.

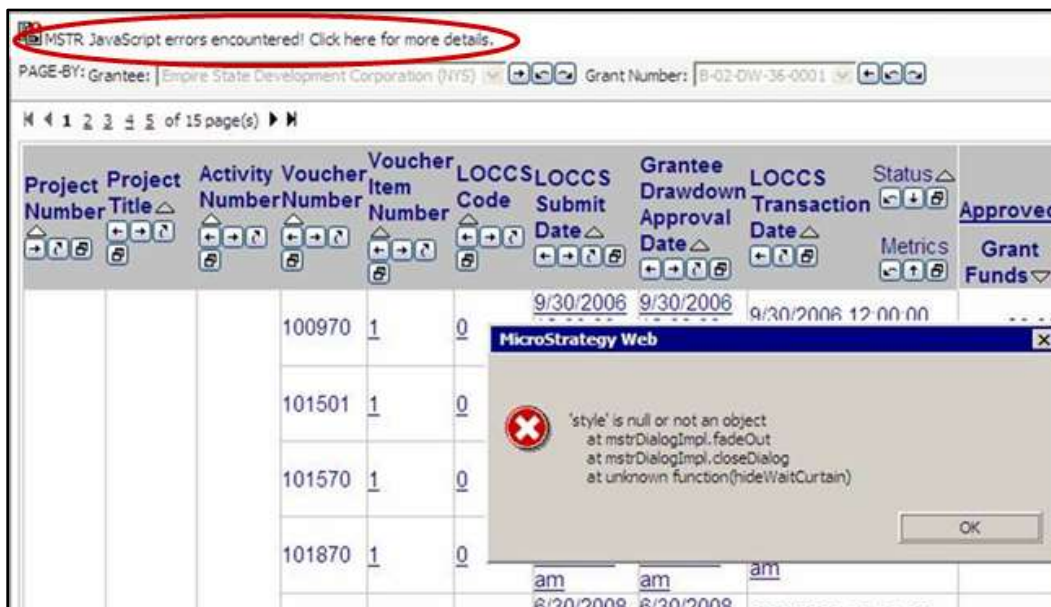
Possible Resolution:

1. Open up an Internet Explorer (IE) browser
2. On the toolbar click -> Tools -> Internet Options ->
3. There should be something on the General tab labeled as "Browsing History".
4. Please click on delete -> click ok/delete to choose default options.
5. In this step you are deleting temporary files, history, cookies, saved passwords, and web information.
6. Wait until all items have been deleted, and then close out of all browsers (including this browser).
7. Once again open up an IE browser and test your access one more time.

Case 2 - User receives the following error using Internet Explorer (IE) 8**:

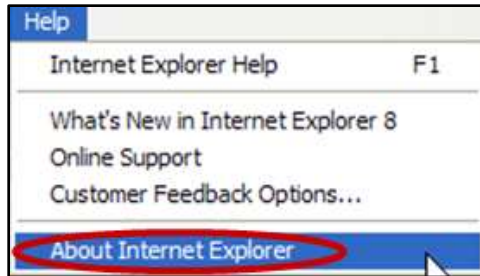
"MicroStrategy JavaScript error encountered! Click here for more details."

A pop up window shows the following:



Note: To find out if you are using IE 8 do the following:

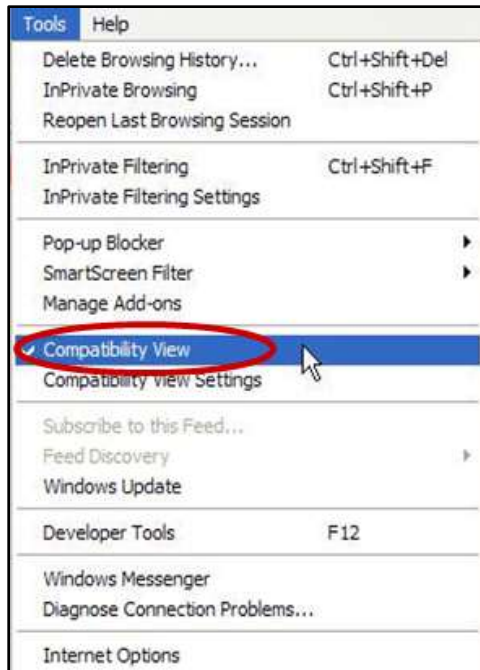
Open up an Internet Explorer (IE) Browser -> Help -> About Internet Explorer



Possible Resolutions:

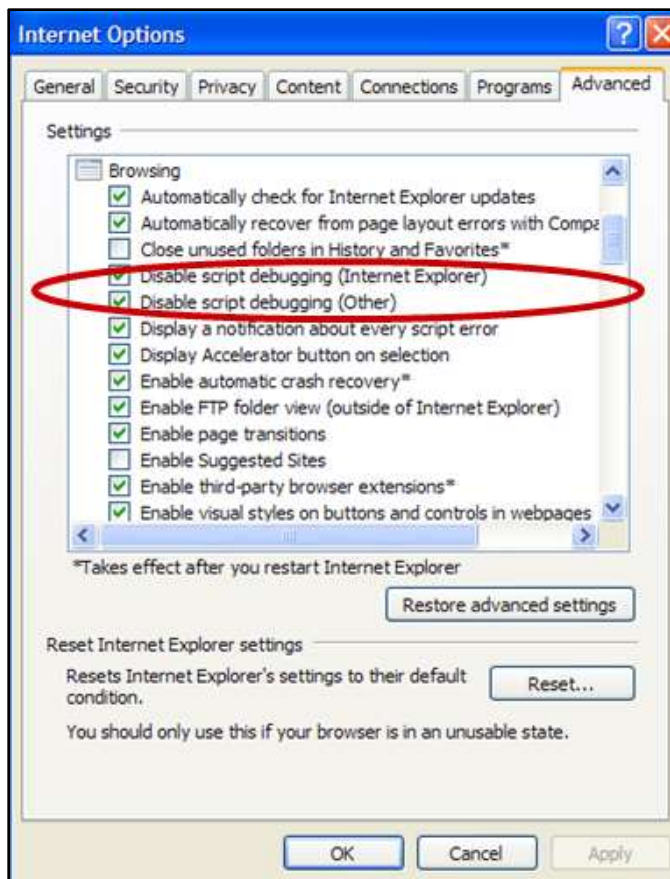
1. Check to ensure Internet Explorer (IE) Compatibility View is turned on:

Open up an IE Browser -> Tools -> Compatibility View -> *This should be checked off*



2. Disable 'Script Debugging (Internet Explorer) & Script Debugging (Other)' in IE:

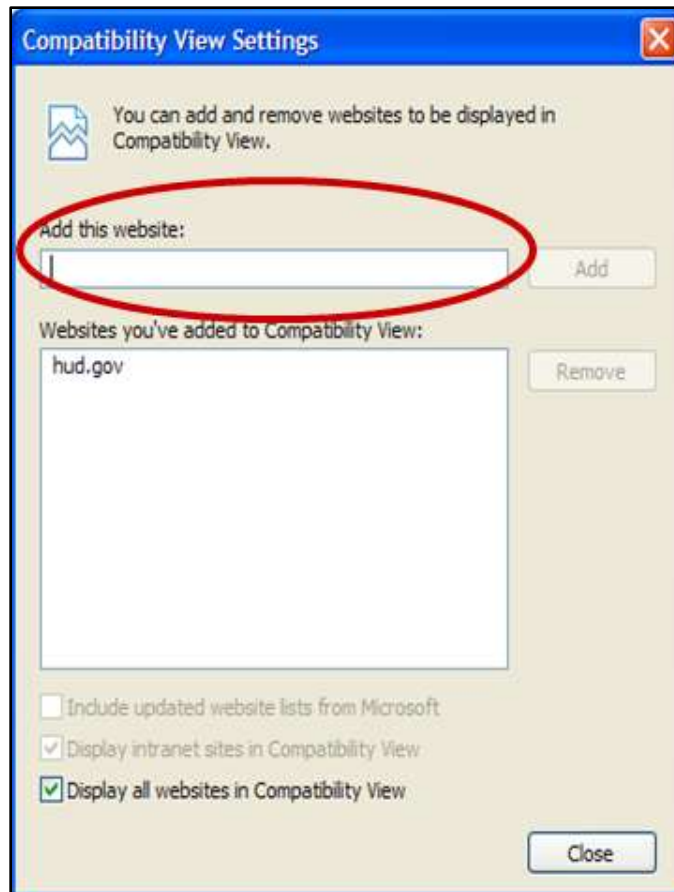
Open up an IE Browser -> Tools -> Internet Options -> Advanced Tab -> *Ensure the two items below are checked off*



3. Verify the IE Compatibility settings are properly set:

Open up an IE Browser -> Tools -> Compatibility View Settings ->

- i. Under 'Add this website' write 'hud.gov' (without quotes)
- ii. Click Add
- iii. Check 'Display all websites in Compatibility View'
- iv. Click Close



4. Purge the IE Browser History Cache:

Open up an IE Browser -> Tools -> Internet Options ->

- i. Click 'Delete' under General Tab
- ii. Click all five categories as shown below
- iii. Click 'Delete' as shown below

Note: You may have to wait a few minutes for this to complete. Close out of all browsers once completed and then go back into IE and re-test.

