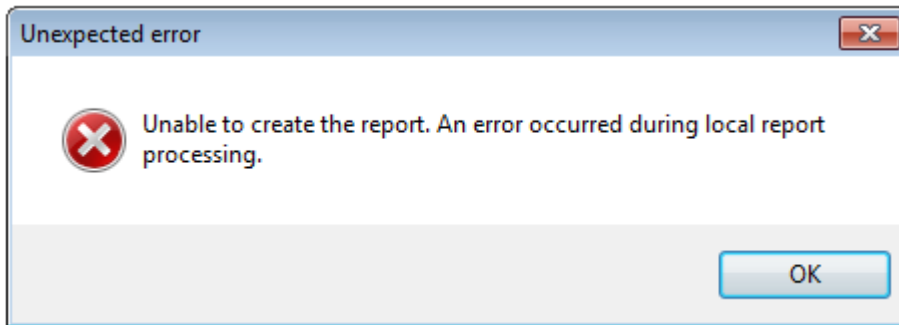


Frequent TIER.Net support calls:

All reports not opening (excluding quarterly report)

Symptoms:

When running any report (excluding the ART quarterly report), the following error is displayed:



Description of the problem:

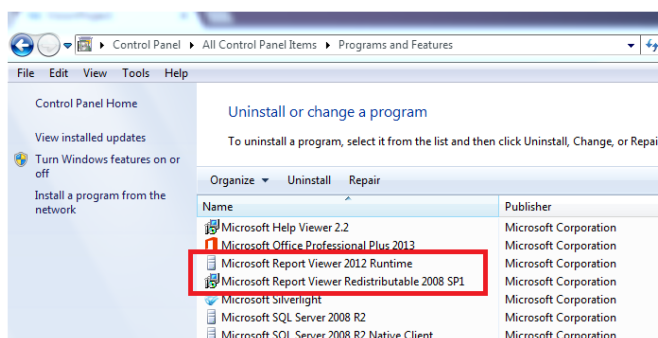
This is usually caused by either

- Microsoft Report Viewer not being installed
- Microsoft Report Viewer has been corrupted



Solution:

1. Remove all instances of Microsoft Report Viewer from the Windows control panel if it is already installed.

In Windows 7:



In Windows 10:

	Microsoft Report Viewer 2012 Runtime Microsoft Corporation	49,8 MB 2015/06/09
	Microsoft Report Viewer Redistributable 200... Microsoft Corporation	61,0 MB 2016/11/14

2. Determine if the computer is using a 32 or 64 bit version of Windows.

Right click on **computer**, then *left click* on **properties**.

Look for the below (the below is on Windows 7, it may look different for other versions of Windows)

System	
Rating:	System rating is not available
Processor:	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz 3.30 GHz
Installed memory (RAM):	16.0 GB (15.4 GB usable)
System type:	64-bit Operating System
Pen and Touch:	No Pen or Touch Input is available for this Display

3. Download and extract the TIER.Net prerequisites zip file from Vula OR the following link:
<https://www.dropbox.com/s/l43dsxnpyqik8bg/TIER.Net%20prerequisites.zip?dl=0>
4. Locate the TIER.Net prerequisites folder (extracted above) and navigate to the reportviewer folder. Choose either the 32 / 64 bit folder (based on step #2) and run the installer included in the folder.
5. Once installed restart the computer and try run the reports again.

If the problem persists, please email tiernet_support@uct.ac.za for additional assistance