

Resolving issues with Internet Explorer 8 and above not displaying Crystal Reports

Seagate ActiveX Issue-Internet Explorer 8

Microsoft has released Internet Explorer 8, with increased security features. Unfortunately, this causes problems within applications, including Crystal Reports Viewer.

If you are using Internet Explorer 8, the following instructions must be followed for the online system crystal reports to work:

1. Open Internet Explorer
2. From the Tools menu, select Internet Options
3. From the new pop-up window, select the Security tab
4. Make sure that you highlight Internet
5. Click on the Custom level button
6. The Security Settings menu will now come into view
7. Scroll down the settings until you reach "ActiveX Controls and Plug-Ins
8. Set the settings as listed below:

Allow previously unused ActiveX controls to run without prompt : **ENABLE**

Allow Scriptlets : **DISABLE**

Automatic prompting for ActiveX controls : **ENABLE**

Binary and script behaviors : **ENABLE**

Display video and animation on a web page that does not use external media player : **DISABLE**

Download signed ActiveX controls : **PROMPT**

Download unsigned ActiveX controls : **DISABLE**

Initialize and script ActiveX controls not marked as safe for scripting : **DISABLE**

Run ActiveX controls and plug-ins : **ENABLE**

Script ActiveX controls marked as safe from scripting : **ENABLE**

9. In the Zone area select the Trusted Sites and click on the Sites button
10. Add the URL <http://www.fsltms.com>
11. Uncheck "Require server verification (https:) for all sites in this zone
12. Click OK once you are finished – to save the settings
13. Close all Internet Explorer windows
14. With these settings now updated, you may now open Internet Explorer and successfully view the reports.