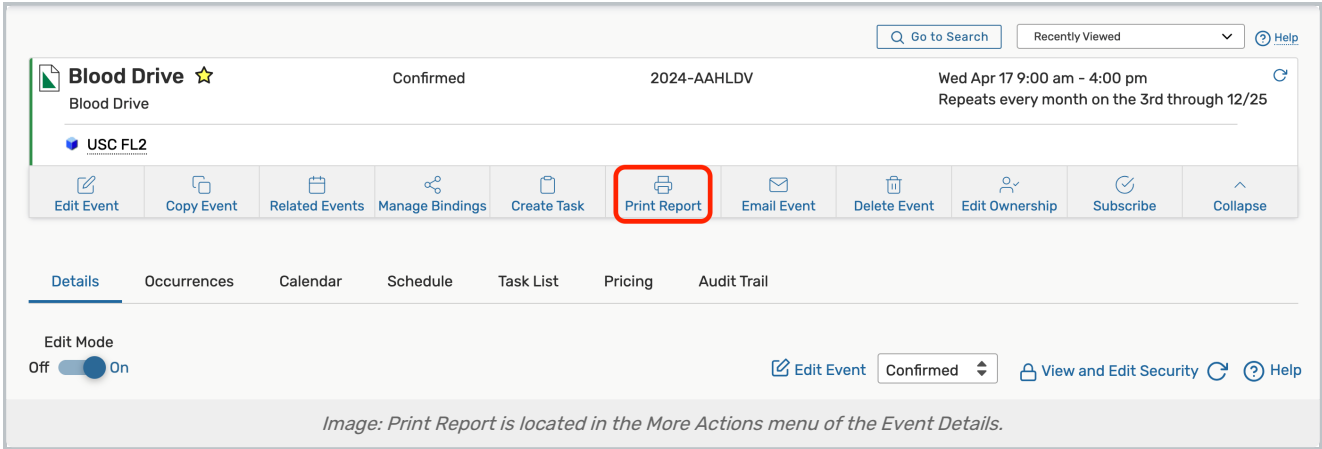# Troubleshooting: Report Doesn't Appear in 25Live

If you are trying to run a particular confirmation report for an event in 25Live, but don't see the option to print when you go to the More Actions menu, try following the troubleshooting steps below.


Image: Print Report is located in the More Actions menu of the Event Details.

Troubleshooting Steps

Check the Event Type Configurations

Make sure the report is associated with the event type.

- In 25Live, go to **System Settings** > **Master Definitions** > **Event Types** > **Hierarchy**.
- Locate your event type.
- Under **Reports**, make sure that the checkbox for your report is ticked.

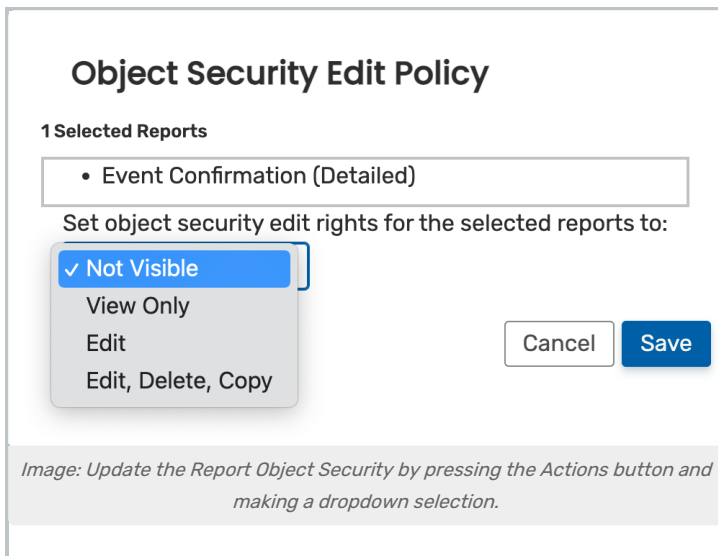*Image: Reports must be selected in the Event Type configurations.*
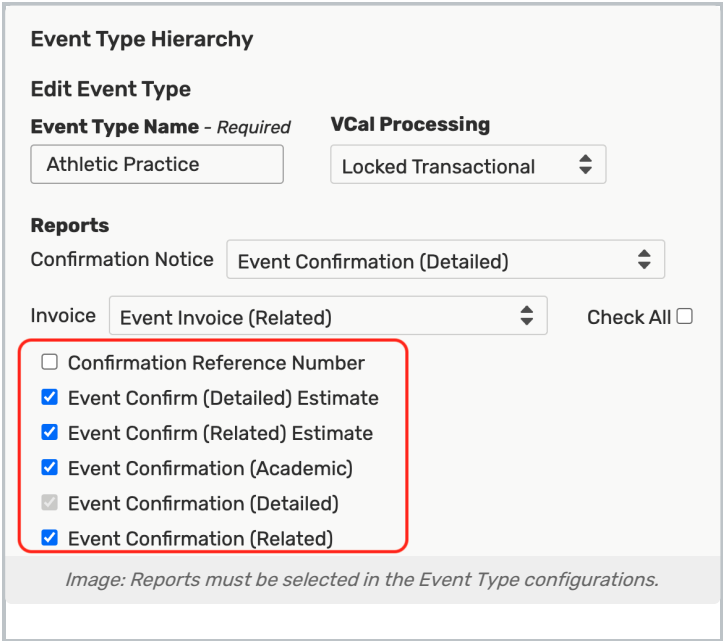
- If you need to add a report, tick the associated checkbox and click **Save**.

Check the Object Level Security

Reports are subject to Object Level Security. In order to run the report you must have at least View permission to the report.

- In the Group Administration tool, go to **Configure... > Report Security**.

- Use the **Search** field to locate your report.

- Make sure your security group has **View Only** rights or higher.

Object Security Edit Policy

1 Selected Reports

- Event Confirmation (Detailed)

Set object security edit rights for the selected reports to:

✓ Not Visible
View Only
Edit
Edit, Delete, Copy

Cancel   Save

Image: Update the Report Object Security by pressing the Actions button and making a dropdown selection.

- If you need to update the Object Security, click the **Actions** button.

- Update the rights using the dropdown menu and **Save**.

Check the Functional Level Security

In order to print any reports, you must have the right Functional Security rights.

- In the Group Administration tool, go to **Configure... > Security**.

- Under the Tools Access tab, make sure 2.0 *Access to Reports* = **Yes.**

Summary	Basic Options	Administrative Options	Academic Options	Tool Access

Filter By Question ✕   Save   Cancel

ⓘ **1.0 Access to Group Administration Tool**   No 🟢 Yes

ⓘ **2.0 Access to Reports**   No 🟢 Yes

ⓘ **3.0 Access to X25 Analytics Tool**   No ⚪ Yes ⌄

ⓘ **4.0 Access to LYNX Tool**   No ⚪ Yes

Image: Access to Reports in the Tools Actions section Settings.