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.

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C Edit Event	Copy Event	Related Events	ශ් Manage Bindings	Create Task	Print Report	⊠ Email Event	ा। Delete Event	C Edit Ownership	Subscribe	Collapse
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		Image	e: Print Report	t is located in	n the More Act	tions menu d	of the Event L	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.

Edit Event Type						
Event Type Name - <i>R</i>	equired	VCal Processing	9			
Athletic Practice		Locked Transactional				
Reports						
Confirmation Notice Event Co		firmation (Detail		\$		
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Confirmation Ref	erence Num	iber				
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Event Confirmation	n (Detailed)				
	n (Related)					

• 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.

 Event Confirmation 	on (Detailed)
Set object security ec	dit rights for the selected reports to:
✓ Not Visible	
View Only	
Edit	Cancel Sav
Edit, Delete, Copy	

- 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.**

CollegeNET Series25 Help and Customer Resources

Summary	Basic Options	Administrative Options	Academic Options	Tool Access
Filter By Questi	on	×		Save Cancel
i 1.0 Acces	s to Group Adminis	tration Tool		No Yes
i) 2.0 Acces	s to Reports			No 🚺 Yes
i) 3.0 Acces	s to X25 Analytics 1	Fool		No Yes 🗸
i 4.0 Acces	s to LYNX Tool			No Yes
	Imag	e: Access to Reports in the To	ols Actions section Settin	gs.