

Troubleshooting Individual Reports AM7 and Profiles

When trying to generate individual reports in Assessment Manager or reports in Profiles, the result fields sometimes display the data tag instead of the result when the reports are generated. The following solutions will resolve this issue as well as an issue where results shift across cells in the report.

- 1) Ensure that the latest **windows updates** are installed.
- 2) Verify the template (see further details on next page).
- 3) Run through steps below on the workstation (for the applicable version of MS Office in use).

OFFICE 2003 is no longer supported by Capita – if this version is still in use, please upgrade.

OFFICE 2007;

Word Icon | Word Options | Trust Centre | Trust Centre Settings | Macro Settings | Check to make sure Enable all Macros is selected.

Word Icon | Word Options | Trust Centre | Trust Centre Settings | Privacy Options | Under Document-specific settings make sure Store random number to improve Combine accuracy is unticked

Word Icon | Word Options | Proofing | Under When correcting spelling and Grammar in Word make sure that both Check spelling as you type and Mark grammar error as you type are unticked.

Word Icon | Word Options | Advanced | Under Show document content make sure Show smart tags is unticked.

Right click Table | Table Properties | Row - take the tick out of "allow rows to break across pages" for each row in a table.

Click View | Outline and change all the text to "Body Text" as some writing in there may be listed under "Level 1" which will not work.

Any Images\Graphics present within the template will need the following modification - Right click image | Format Picture | Layout - Select "In front of text" instead of "In line with text"

OFFICE 2010/2013/2016;

File | Options | Trust Centre | Trust Centre Settings | Macro Settings | Check to make sure Enable all Macros is selected.

File | Options | Trust Centre | Trust Centre Settings | Privacy Options | Under Document-specific settings make sure Store random number to improve Combine accuracy is unticked

File | Options | Proofing | Under When correcting spelling and Grammar in Word make sure that both Check spelling as you type and Mark grammar errors as you type are unticked.

File | Options | Proofing | AutoCorrect Options | Actions Tab | Please make sure that Enable Additional actions in the right-click menu is unticked

Right click Table | Table Properties | Row - take the tick out of "allow rows to break across pages" for each row in a table.

Click View | Outline and change all the text to "Body Text" as some writing in there may be listed under "Level 1" which will not work.

Any Images\Graphics present within the template will need the following modification - Click the image | Click Format | Wrap text | Select In Front of Text.

If a graph in an Individual Report shows as embedded, go to **File | Options | Advanced |** Under Show Document Content – make sure that Show drawings & text boxes on screen is ticked

VERIFY & SAVE THE TEMPLATE

To verify the template go to the add ins tab and click on “Verify Template” and ensure this states there are no invalid tags, if there are invalid tags you need to locate these and replace them.

Saving in the normal manner in OFFICE isn’t always as effective as Force Closing the document (click on the red ‘X’ so it prompts to save) and then select Save. By doing this it guarantees that the changes have been saved.

Please contact ICT Services to log a case if the above fixes do not resolve the issue.

Tel: 01438-844777 option 1, option 1

Email: help@sd.hertsforlearning.co.uk