

15. Why does no system screen popup after click on a responsibility?

Cause: This unexpected behavior is probably because Service Pack 2 of Windows XP has been installed on the PC.

Solution: Some parameters of the IE (Internet Explorer) browser have to be changed as follows:-

- a. Start IE.
- b. From the Tools tab, choose Blocker. Add the site *.hkcss.org.hk in the Pop-up blocker setting.



- c. From IE, Tools > Internet Options > Security > Custom Level, enable the option: Downloads > Automatic prompting for file downloads.



OR

- a. Start IE.
- b. From the Tools tab, choose "Close Pop-up blocker" in Popup Blocker.



If it still not works, it may cause by association problem of extension name and program, please try:

1. Copy report file to Browser and save extension name as “.rpt” (i.e. xxx.rpt).
2. Open 檔案總管, right click xxx.rpt, select 開啓檔案 > 選擇程式, choose "Report viewer for Oracle Report" and check "永遠用選取的程式來開啓檔案".



