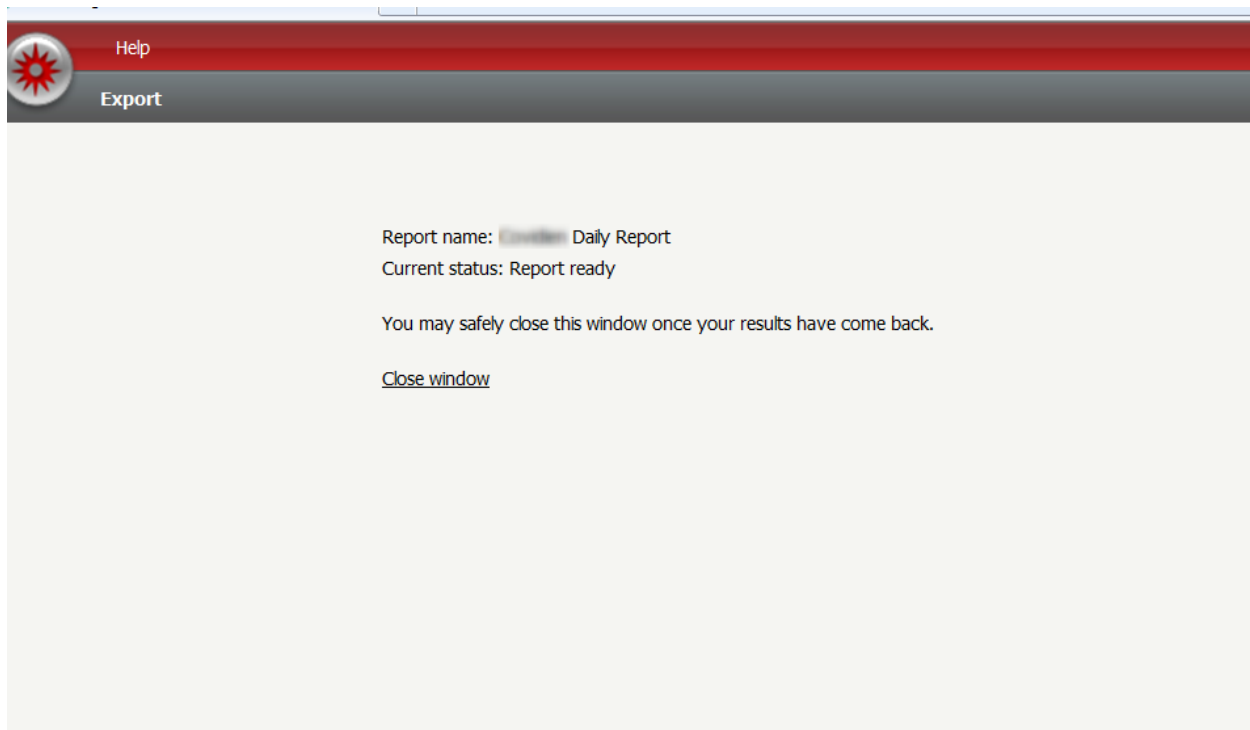**siterra | Knowledge Base Article**

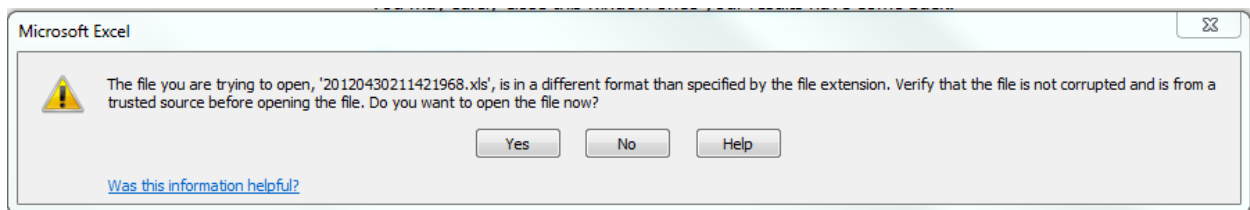## Reports - Business Intelligence Exports Not Opening

Question:
Why does Excel not automatically open when a file is exported Siterra?
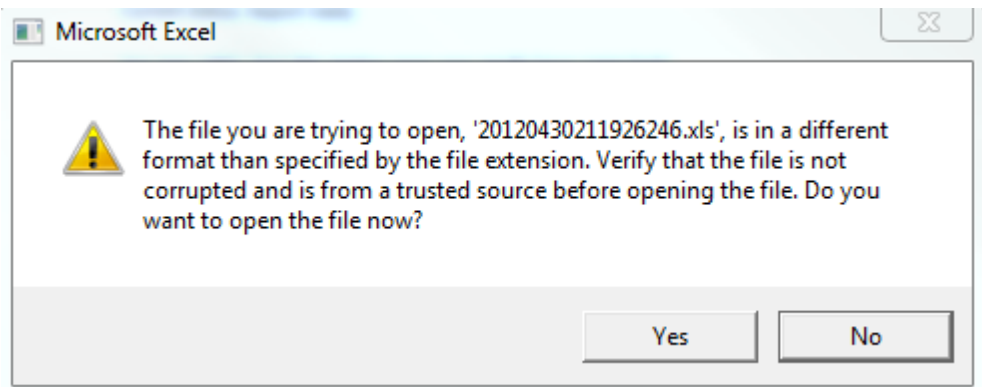
Answer:
Sometimes a user will only see the following screen after exporting a report and Microsoft Excel will not automatically open, even after the user has select to open on the pop-up dialog.

The solution is to alt-tab (that is hold down the alt key and press tab) until the user locates the one of the following prompts on screen. If "Excel with formatting" is selected as the export type, the screen will look like this.

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Alternatively if "Excel with plain text" is selected, the prompt will appear as follows:

Clicking Yes on either of these prompts will allow Excel to open and display your report.