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Psiterra | 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.

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찬 Export	
	Report name: Daily Report
	Current status: Report ready
	You may safely close this window once your results have come back.
	<u>Close window</u>
	is hold down the alt key and press tab) until the user locates the one of en. If "Excel with formatting" is selected as the export type, the screen will
look like this.	

Microsoft	Excel	
<u> </u>	The file you are trying to open, '20120430211421968.x/s', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?	
	Yes No Help	
	Was this information helpful?	

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

Microsoft Excel		
1	The file you are trying to open, '20120430211926246.xls', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?	
	Yes No	

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