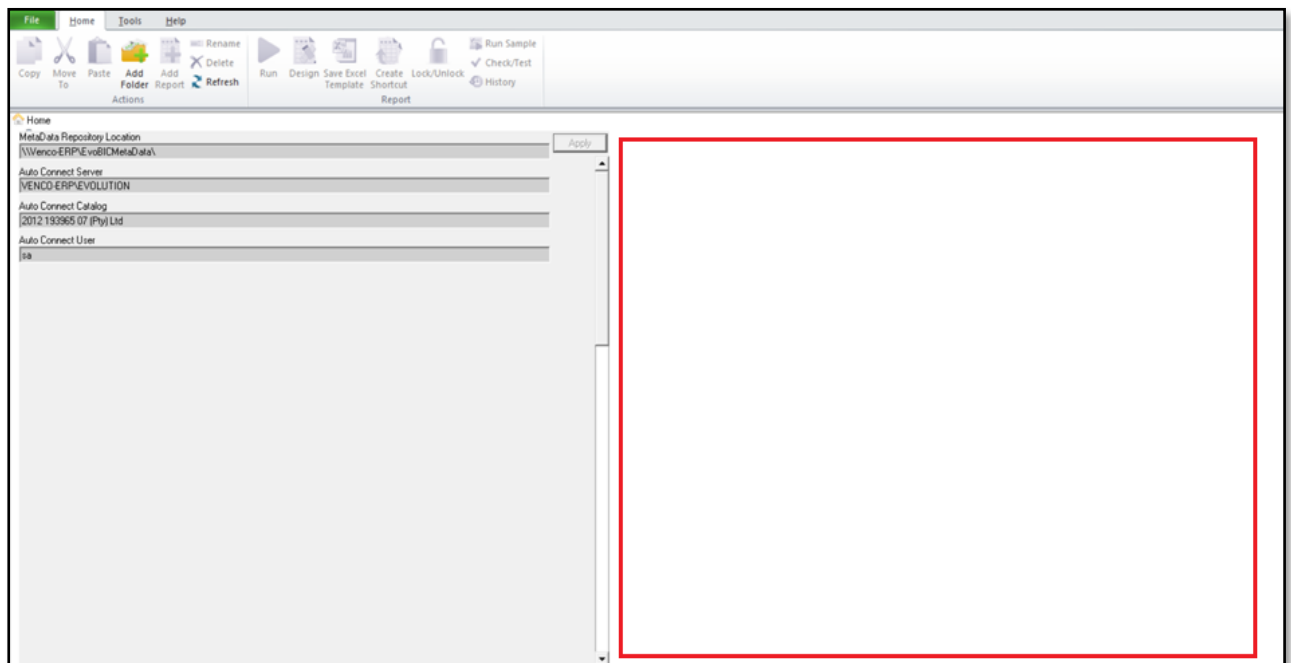


Article Outline	Blank Report Manager's Report Properties screen, fields missing unavailable
Article Date	2021/05/13
Knowledge Type	Solving an unknown issue
Primary Module	Sage Intelligence
Secondary Module	Sage Intelligence
Knowledge Source	Incoming Customer Query

Description of the Issue:

You may observe a blank Sage Intelligence | Report Manager | Report Properties screen with no fields available.

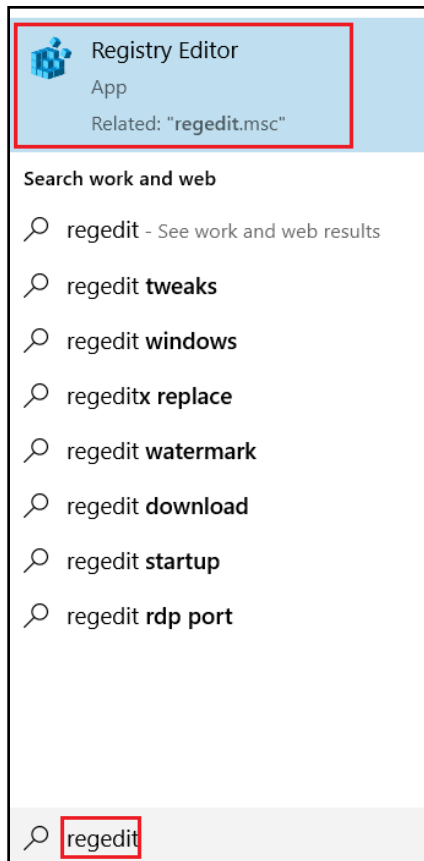


Reason and Solution

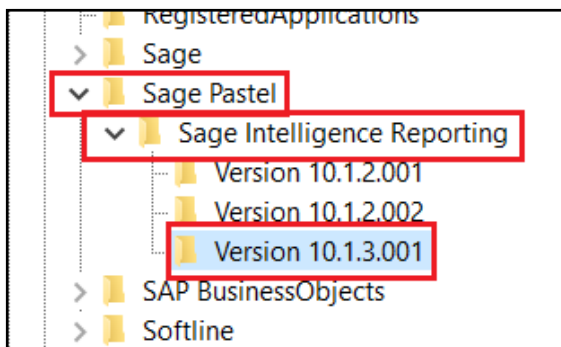
Apply the following steps on the local PC where the above issue is observed:

1. Close Evolution on the local PC where this issue
2. Got to Start | Run or open the Windows Search field.

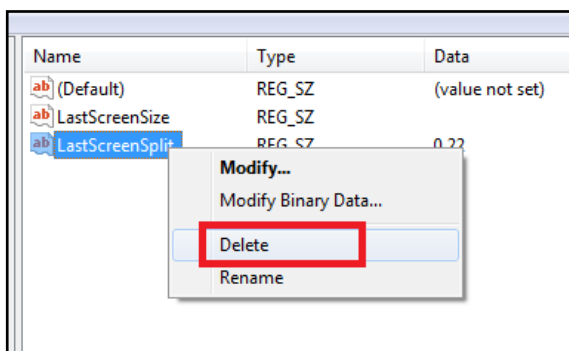
3. In here type the following command: **regedit** and then enter on the keyboard



4. In the Registry Editor go to **HKEY_CURRENT_USER\Software\Sage Pastel\Sage Intelligence Reporting\Version 10.1.3** (or the relevant Evolution version currently in use on the PC)

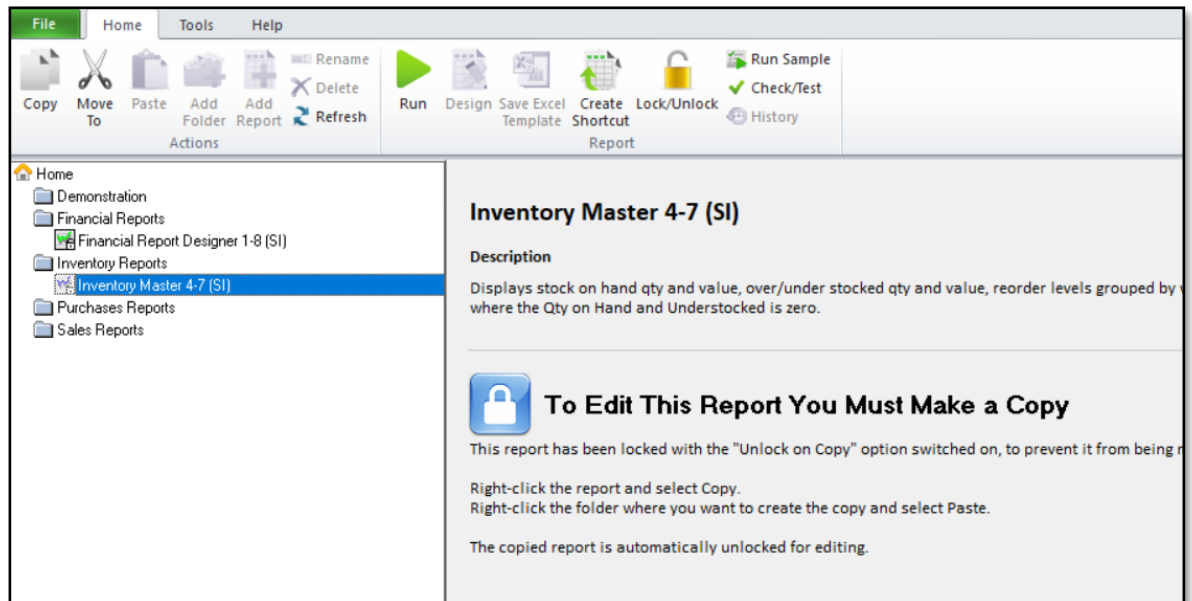


5. On the right hand side delete LastScreenSplit key can be seen below.

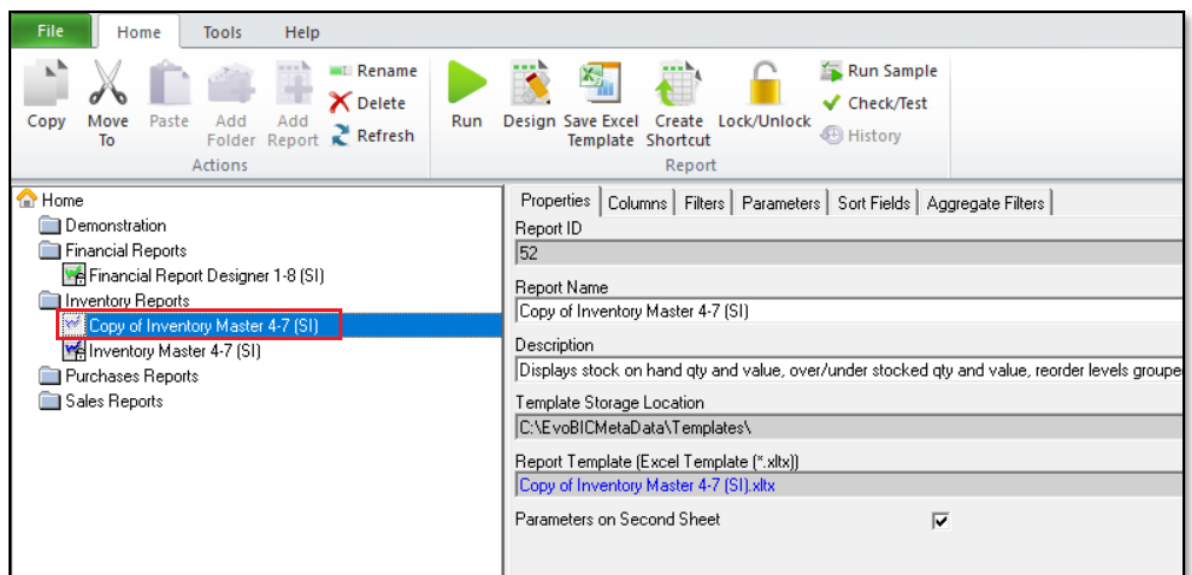


6. Close the Registry Editor, open the Evolution company and then Report Manager. In here you should notice that the missing Property fields should now be visible again

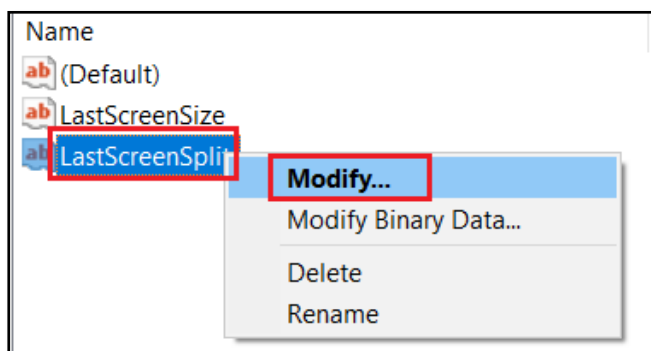
This is how it should look like for standard, none-customised report layouts.



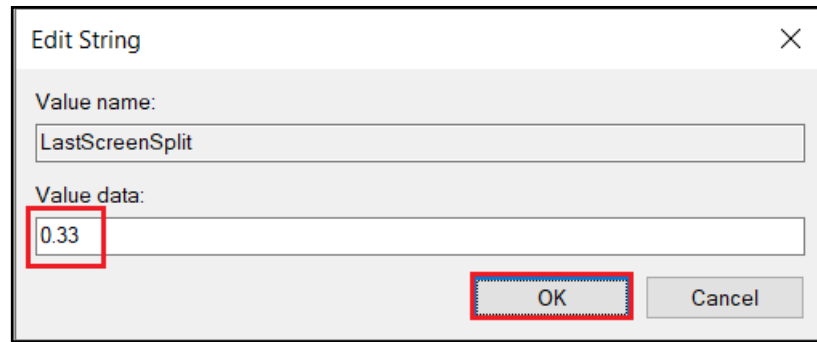
This is how it should look like for customised or copied report layouts.



7. However if the same issue is still observed, then do the following:
 - a. Repeat steps 1 – 4 above
 - b. On the right hand side right click on the LastScreenSplit key and select **Modify**

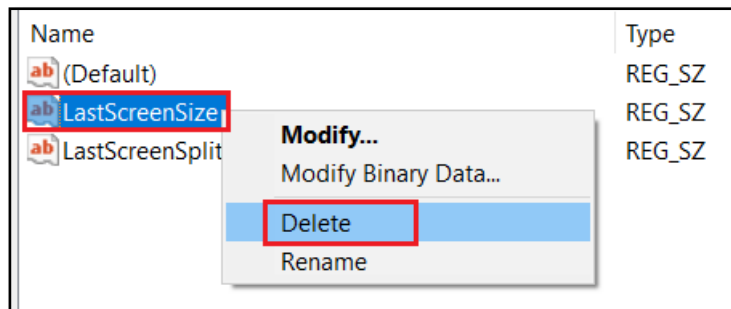


- c. Change the value to **0.33** and click the OK button to save the change



- d. Repeat step 6 above.

8. Finally, if the issue still persists, repeat steps 1-4 above again. But this time right click and delete the LastScreenSize screen.



9. Repeat step 6 above.