Sage Evolution Knowledgebase Article



| 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

| Registry Editor App Related: "regedit.msc" | | |
|--|--|--|
| Search work and web | | |
| ${\cal P}$ regedit - See work and web results | | |
| ∽ regedit tweaks | | |
| ∽ regedit windows | | |
| ✓ regeditx replace | | |
| | | |
| ∽ regedit download | | |
| ∽ regedit startup | | |
| | | |
| | | |
| | | |
| | | |
| | | |

 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.

| Name | | Туре | | Data |
|--------------------|-----|------------------|---|-----------------|
| ab) (Default) | | REG_SZ | | (value not set) |
| ab LastScreenSize | | REG_SZ | | |
| ab LastScreenSplit | | REG SZ | | 0.22 |
| | Mo | dify | | |
| Mo | | odify Binary Dat | a | |
| | De | ete | | |
| | Rer | name | | |
| | | | | |
| | | | | |

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.

| File Home Tools Help | | |
|--|---|--|
| Copy Move Paste Add Add Folder Report Refresh Actions | Design Save Excel Create Lock/Unlock Template Shortcut Report | |
| Home Demonstration Financial Reports Merrory Reports Inventory Reports Mester 4-7 (SI) Purchases Reports Sales Reports Sales Reports | Inventory Master 4-7 (SI) Description Displays stock on hand qty and value, over/under stocked qty and value, reorder levels grouped by w where the Qty on Hand and Understocked is zero. | |
| | To Edit This Report You Must Make a Copy This report has been locked with the "Unlock on Copy" option switched on, to prevent it from I Right-click the report and select Copy. Right-click the folder where you want to create the copy and select Paste. The copied report is automatically unlocked for editing. | |

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

| File Home Tools Help | |
|---|---|
| Copy Move To Paste Add Add Folder Report Refresh Actions | n Design Save Excel Create Lock/Unlock Template Shortcut Report |
| A Home | Properties Columns Filters Parameters Sort Fields Aggregate Filters |
| Demonstration | Report ID |
| Financial Reports | 52 |
| Financial Report Designer 1-8 (SI) Inventory Reports Copy of Inventory Master 4-7 (SI) Inventory Master 4-7 (SI) Purchases Reports Sales Reports | Report Name Copy of Inventory Master 4-7 (SI) Description Displays stock on hand qty and value, over/under stocked qty and value, reorder levels groupe Template Storage Location [C:\EvoBICMetaData\Templates\ Report Template (Excel Template (*.xltx)) Copy of Inventory Master 4-7 (SI).xltx Parameters on Second Sheet |

- 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

| Edit String | × |
|-----------------|-----------|
| Value name: | |
| LastScreenSplit | |
| Value data: | |
| | OK Cancel |

- d. Repeat step 6 above.
- 8. Finally, is the issue still persist, repeat steps 1-4 above again. But this time right click and delete the LastScreenSize screen.

| Name (Default) | | | Type REG_SZ |
|-------------------|-------------------------------|--------|----------------|
| LastScreenSize | Modify Modify Binar | y Data | REG_SZ |
| | Delete | | |
| | Rename | | |
| _ | | | |

9. Repeat step 6 above.