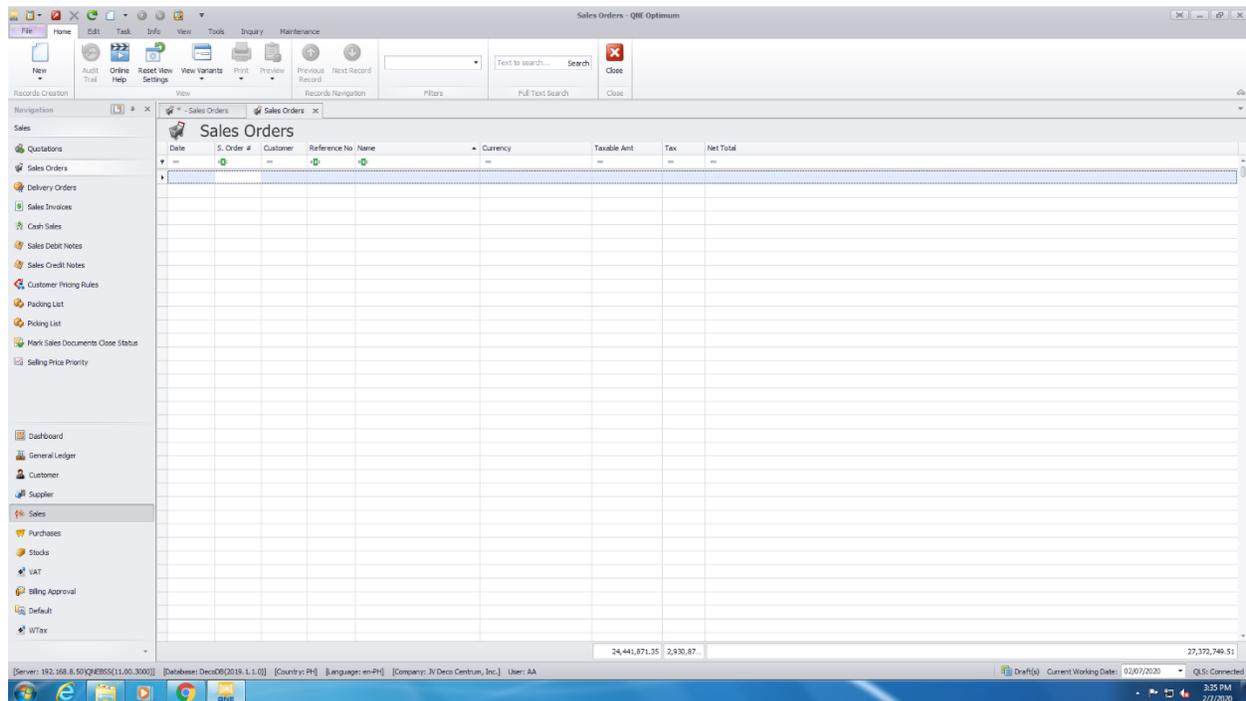




HOW TO RESOLVE BLANK RESULTS UPON GENERATING REPORTS OR LISTING

Problem Scenario(s):

Upon generating report in the system, user may encounter such issue below:

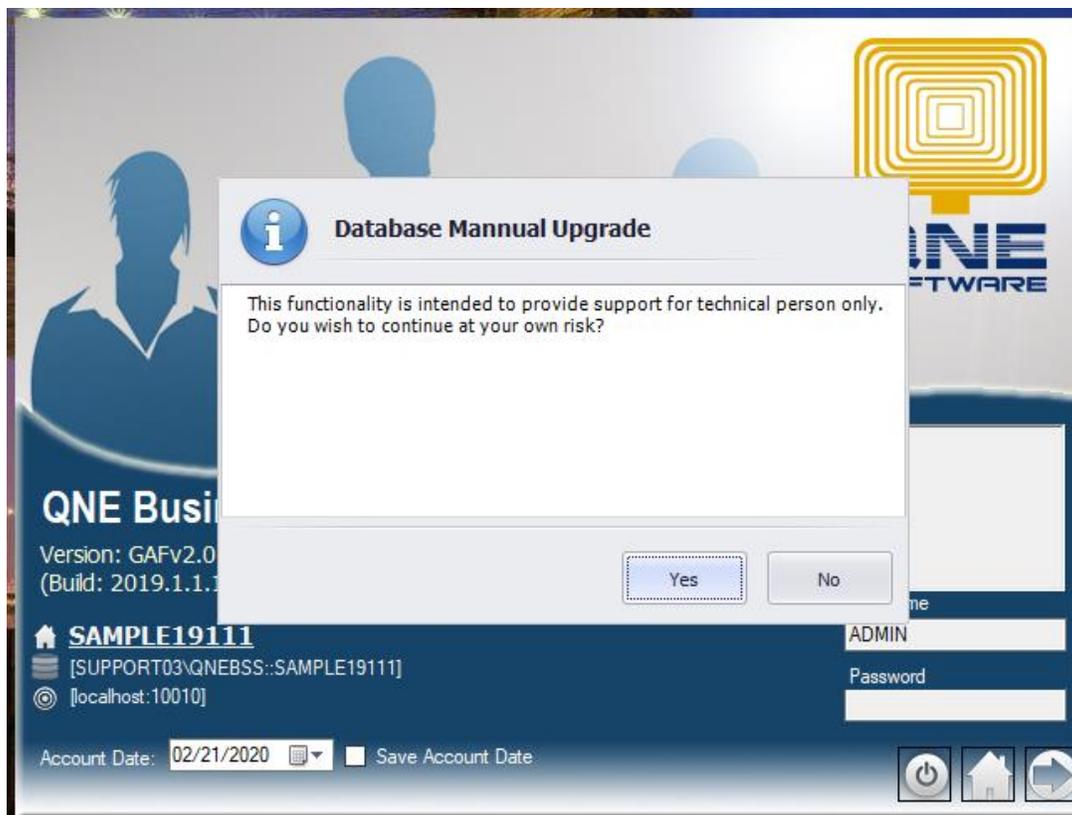


Resolution(s):

The cause of the issue is that, the database was not successfully updated/migrated to the new version or the user may have forced open the database having different version of the system installed in user's computer.

To resolve the issue, go back to login screen. Press CTRL + U and a window will pop up. Just click 'Yes' and the database will be forced to update.

NOTE: Repeat above procedure for manual update is required to be done **twice**.



After reupdating, the issue above is now resolved.

NOTE:

For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>