

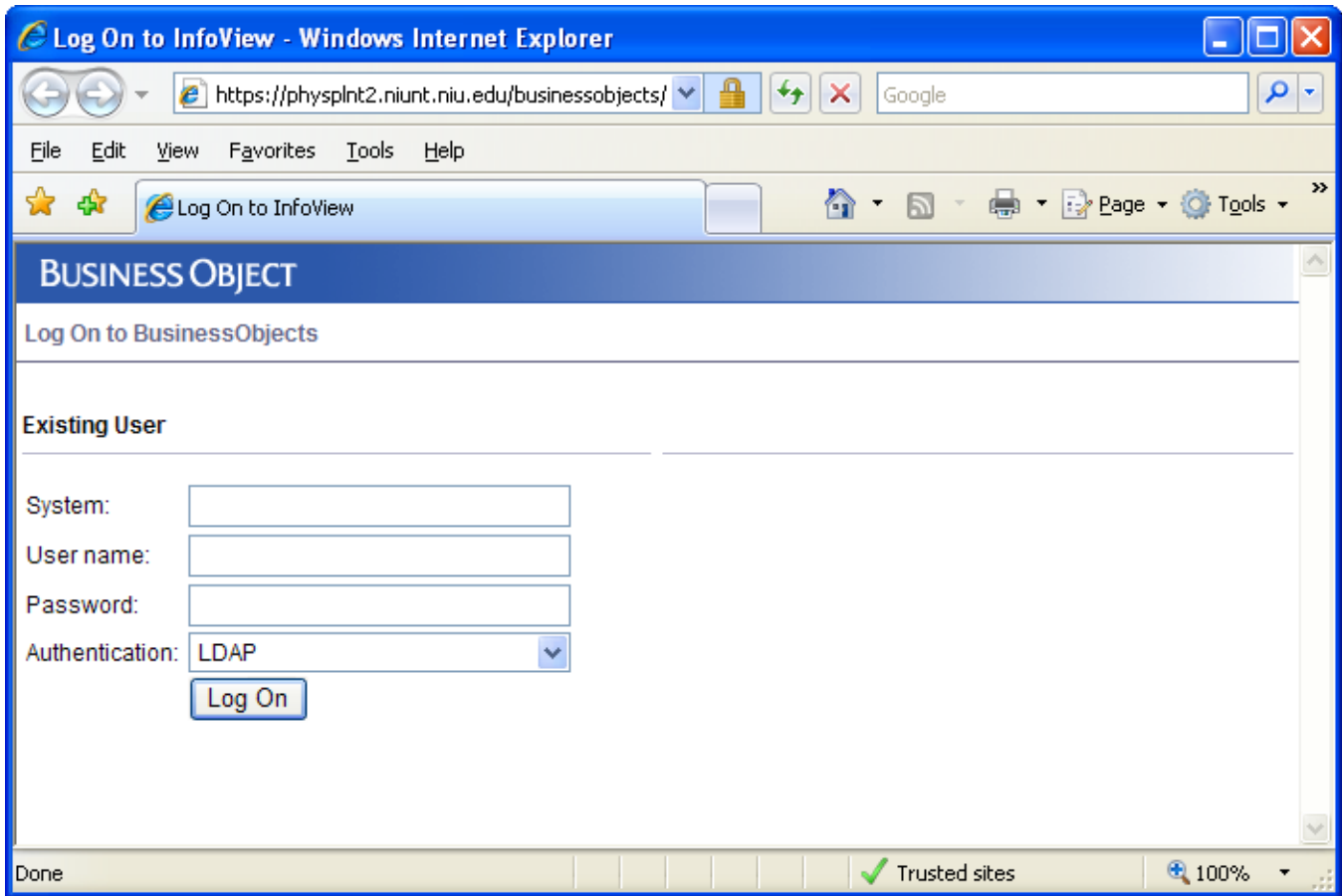
# NIU PHYSICAL PLANT

## Departmental Reports Instructions

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INSTRUCTIONS TO LOGIN FOR DEPARTMENTAL REPORTS:

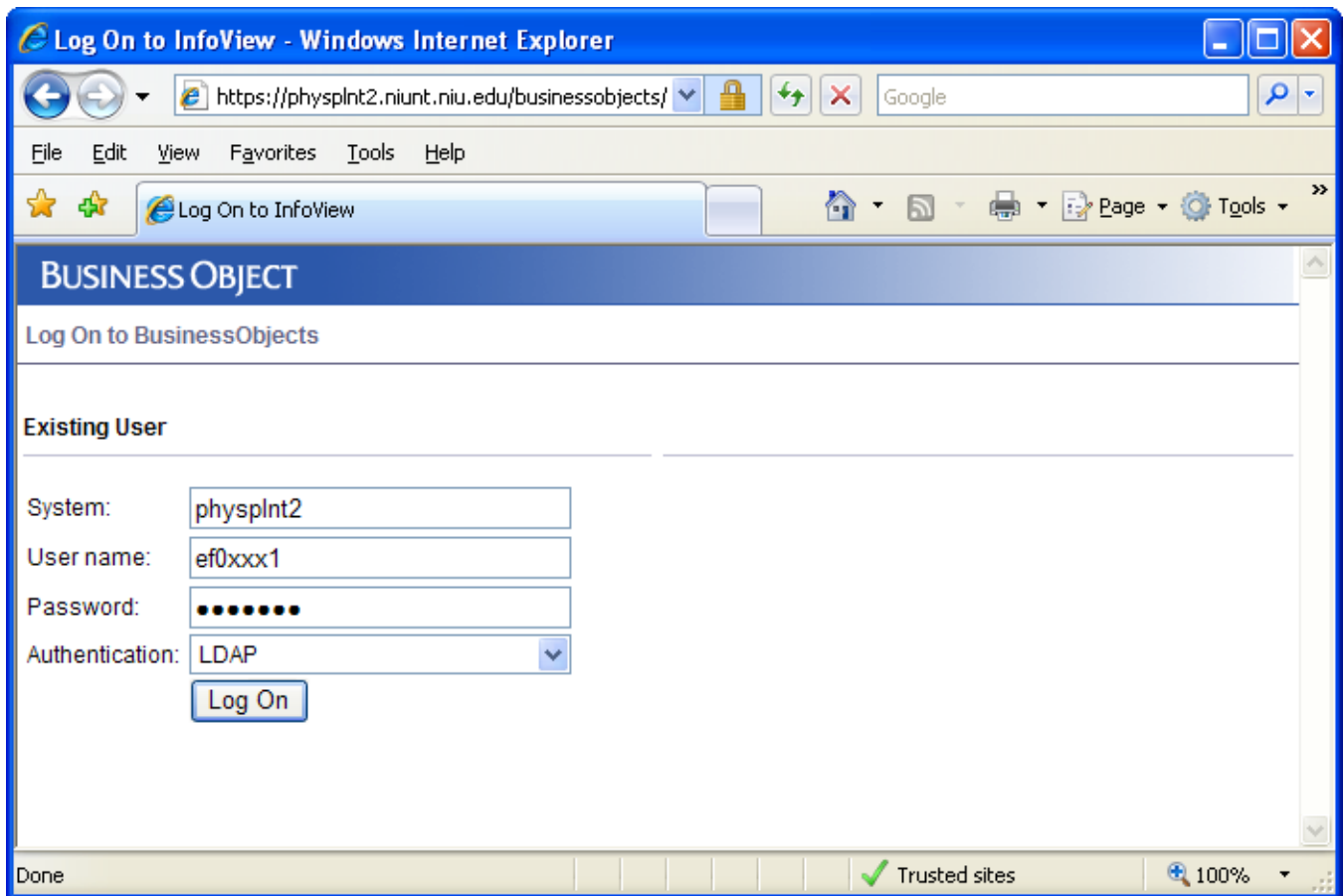
1. The “Login for Department Reports” web link allows NIU Department employees and Physical Plant employees to login and access reports that have been created for their use. The “Login for Departmental Reports” can be obtained through links from the NIU Physical Plant web page at [http://www.niu.edu/phys\\_plant/](http://www.niu.edu/phys_plant/). Once you are within the Physical Plant web page, you need to click on “Work Orders” on the left side, and then click on “Work Request Reports” on the left side. At this point, click on the link called “Login for Departmental Reports” under the section called “Login for Departmental Reports”.
2. After you have clicked on the link called “Work Request Cost Report”, the following screen will appear after a few moments.



3. Once you have entered the above web site, enter the following information in each of the boxes in order to login:

System: physplnt2  
User name: Enter the NIU AccountID that has been assigned to you by ITS  
Password: Enter the password that is associated with the above NIU AccountID  
Authentication: LDAP

After you have entered the above information, press the “Enter” key or click on the “Log On” button.



4. **NOTE:** The Physical Plant has only licenses for 15 concurrent users. Therefore, please log off when you are done running any reports. If you do not log off, you may prevent other users from viewing any reports. To log off, click on the yellow padlock in the upper right hand corner.



The Crystal Reports are located under the folder called “Public Folders”. Click on the plus (+) sign located to the left of “Public Folders” in order to view any folders that you have access to. If there are any subfolders under a folder that you are viewing, you will need to click on the plus (+) sign located to the left of the folder’s name. Once you are viewing the bottom of the subfolders, you will need to click on the folder’s name in order to see the listing of Crystal Reports on the right side that are available for your use. In order to run a Crystal Report, click on the report’s name and fill in any parameter fields, and then press the “Enter” key or click on the “OK” button to run the report.

Appendix "A" - Instructions on how to add the Physical Plant Crystal Report server as a trusted site within Microsoft Internet Explorer 6 and 7

If you are experiencing difficulty with printing and exporting (downloading) files, you will need to adjust your computer's security settings within Microsoft's Internet Explorer.

1. Start Microsoft Internet Explorer 6 or 7
2. From the Tools menu, select "Internet Options..."
3. On the Internet Options window, select the "Security" tab located at the top
4. Select "Trusted Sites"
5. Click on the "Default Level" button located near the bottom, if it allows you
6. Click on the "Sites" button
7. In the "Trusted sites" window, type in <https://physplnt2.niunt.niu.edu> in the box under "Add this Web site to the zone:", and click on the "Add" button
8. Click on "OK" to exit the "Trusted sites" window
9. Click on "OK" to leave the "Internet Options"

Note that within Microsoft Internet Explorer 6 and 7, the security level for trusted sites may have to be temporarily lowered to "Low" in order to install the Crystal Reports Printer Control. After the Crystal Reports Printer Control is installed, raising the security level to "Medium-low" for trusted sites will allow all Crystal Reports viewer functions to operate smoothly without windows popping up.

## Appendix “B” - Instructions on how to install Crystal Reports Printer Control

The first time that you attempt to print a Crystal Report from the Physical Plant Crystal Report server, you will be provided the option to install Crystal Reports Printer (ActiveX) Control. In order for you to install this, the following steps need to be performed:

### Steps to Install Crystal Reports Printer Control for users that want to add the Physical Plant Crystal Report server as a Trusted Site on their computer (Recommended)

1. The Crystal Reports Printer Control can only be installed on a computer by someone who is an Administrator of the computer.
2. If you have not already added the Physical Plant Crystal Reports server to your computer as a trusted site, follow the instructions in Appendix “A”.
3. If you have already added the Physical Plant Crystal Report server as a trusted site, you need to confirm that the security level for trusted sites is set to “Low”. If the security level is not set to Low, then the security level may have to be temporarily lowered to “Low” in order to install the Crystal Reports Printer Control. After the Crystal Reports Printer Control is installed, raising the security level to “Medium-low” for trusted sites will allow all Crystal Reports viewer functions to operate smoothly without windows popping up. (If you follow the first 4 steps of Appendix “A”, it will allow you to determine what security level is currently set for trusted sites.)
4. Start Microsoft Internet Explorer 6 or 7 if you are not already in it.
5. Go back to “Work Request Cost Report” web site and search on a work request number.
6. Once the “Work Request Cost Report” is displayed on the screen, click on the Printer icon that is immediately above the report.
7. Follow the prompts that are presented to you. If MS Internet Explorer’s Information Bar appears, click on it and choose Download File.

### Steps to Install Crystal Reports Printer Control for users that do NOT want to add the Physical Plant Crystal Report server as a Trusted Site

If you do NOT want to add the Physical Plant Crystal Report server as a trusted site to your computer but you still want to install Crystal Reports Printer (ActiveX) Control, you will need to temporarily lower your security level for internet sites by doing the following steps:

1. Start Microsoft Internet Explorer 6 or 7
2. From the Tools menu, select "Internet Options..."
3. On the Internet Options window, select the "Security" tab
4. At the top, select "Internet"
5. Click on the "Default Level" button if it allows you
6. Drag the Security bar in the lower section of the box to “Low”
7. Click on “Apply” and then click on “OK”
8. Go back to “Work Request Cost Report” web site and search on a work request number
9. Once the “Work Request Cost Report” is displayed on the screen, click on the Printer icon that is immediately above the report
10. Follow the prompts that are presented to you. If Microsoft Internet Explorer’s Information Bar appears, click on it and choose Download File
11. After the installation of the printer controls are complete, reset the security for “Internet” back to “Medium”

## Appendix “C” – Instructions to install NIU’s Security Certificates for Microsoft Internet Explorer

If you receive a security warning message after selecting the web link for the “Work Request Cost Report”, you can prevent this message by installing NIU’s Security Certificates for Microsoft Internet Explorer. Instructions can be obtained at the following NIU ITS web site:

<http://www.helpdesk.niu.edu/its/internet/certificate/certificate.shtml>

Note that if you have PrintShop installed on your computer and you have problems following these instructions, please contact the Physical Plant at 753-6259 for help on the installation of NIU’s security certificates.

## Appendix “D” – Alternative Printing Method using Adobe Reader

If the administrator of the computer decides not to allow Crystal Reports Print Control to be installed on a computer, the user can use the following alternative printing method to print a formatted report.

1. Click on the Export button
2. Click on the down arrow to the far right of the File Format, and then select “Adobe Acrobat (PDF) and then click on “OK”
3. Once the “File Download” box appears, click on the “Open” button
4. Adobe Reader should now be displaying the “Work Request Cost Report”
5. Click on Adobe Reader’s print icon to print the report

Note: If the user has not added the Physical Plant Crystal Reports server to their computer as a trusted site, Microsoft Internet Explorer’s Information Bar will appear after step 2. The user will then need to click on the Information Bar and then select “Download File...”. The user will then need to start again from step 1 and go through all 5 steps. These extra steps can be eliminated by following the instructions in Appendix A to make the server a trusted site.

## Frequently Asked Questions

1. Question: When I click on the printer icon to print the report, why does a small blank box appear?

Answer: If a small blank box appears after you click on the printer icon, it means that the Crystal Report Printer Control has not been properly installed. Refer to Appendix B for instructions on how to install the Crystal Reports Printer Control.
2. Question: When I used the export feature, I clicked on Microsoft Internet Explorer's Information Bar when it appeared and I selected "Download file..." but the report was not exported. Why?

Answer: In order to complete the exporting of the report, the user needs to repeat the process again by clicking on the Export button then selecting the file format and the page range (if available) and then click on OK. If the user has not added the Physical Plant Crystal Reports server to their computer as a trusted site, the user will always have to repeat these export steps. These extra steps can be eliminated by following the steps in Appendix A to make the server a trusted site.
3. Question: When I attempt to print, Microsoft Internet Explorer's Information Bar appears asking if I want to allow pop-ups from this site. When I click on the option to temporarily allow pop-ups from this site, it still does not allow the report to be printed. Why?

Answer: The user needs to either lower the security level for Internet sites (not recommended) or add the Physical Plant Crystal Report server as trusted site to their computer (refer to Appendix A). To lower the security for Internet sites on their computer, go into Microsoft Internet Explorer and follows these steps: a) From the Tools menu, select "Internet Options..."; b) On the Internet Options window, select the "Security" tab; c) At the top, select "Internet"; d) Click on the "Default Level" button if it allows you; e) Drag the Security bar in the lower section of the box to the next level lower (the user may need to repeat this step to go even a lower step until it works); e) Click on "Apply" and then click on "OK".
4. Question: After I click on the web link called "Work Request Cost Report", it comes up with a screen requesting that I enter a password. What is the password?

Answer: This report does not require a password to be entered by the user in order for the report to run. If a screen does come up requesting a password from you, it is likely that the server is down and the user is requested to contact the Physical Plant at 753-6259.
5. Question: When I click on the web link called "Login for Department Reports", I get the following message: "Security Warning. The current Web page is trying to open a site in your Trusted sites list. Do you want to allow this?" How do I get rid of this message?

Answer: Follow these instructions for Microsoft Internet Explorer:

  - Click on Tools
  - Click on Internet Options
  - Click on the Security tab
  - Click on Trusted Sites

- Click on Custom Level
- Scroll to the Miscellaneous section and find “Web sites in less privileged web content zone can navigate into this zone“
- Choose Enable
- Click on OK, then Yes, then OK

Note: This option may not be available on older versions of Microsoft Internet Explorer.