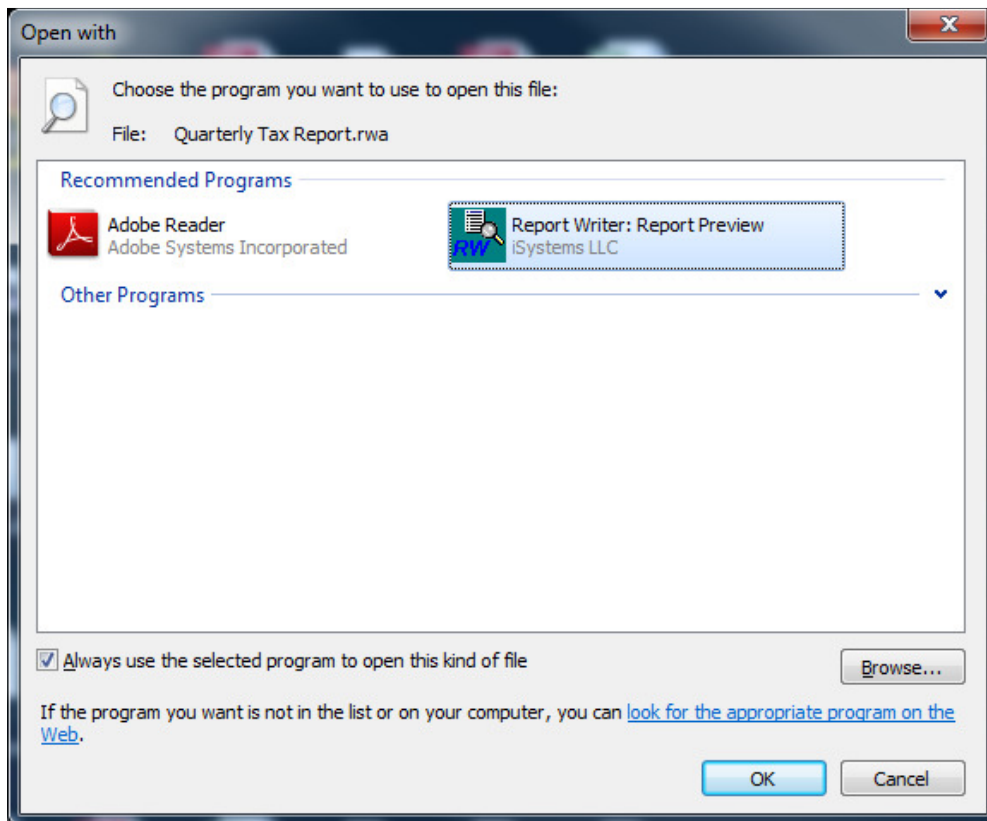


Report Viewer Troubleshooting

- 1) Confirm isRWPreview is installed
 - a. If Evolution Client is installed, isRWPreview is automatically saved to c:\systems\evolution\client\isRWPreview
 - b. If client does not use Evolution client and only has report viewer it will be installed in C:\isRWPreview
- 2) If the isRWPreview application is not installed in either of the above locations, Download the report viewer installation program from www.hrbutler.com under the Evolution Download section. ([Report Viewer Download](#))
- 3) Install isRWPreview by running the setup.exe file from the download above.
 - a. Choose all of the default options, clicking next between each prompted screen until finished.
 - b. Confirm the C:\isRWPreview file exists after running the install
- 4) After confirming successful installation of report viewer, save a .rwa file from the e-mail to the desktop.
- 5) Right click the .rwa file that was just saved to the desktop and choose “open with”, “choose default program”.



- a.
 - b. Check the “Always use the selected program to open this kind of file”, then click “Browse”
 - c. If the client is an Evolution Client user, go to c:\systems\evolution\client\ and double click the isRWPreview program
 - d. If the Client is a Report Viewer only client, go to C:\ (local disk C:\) and double click the isRWPreview program
 - e. Finally, in the “Open With” screen doubleclick the “Report Viewer: Report Preview” program as shown in the figure above.
- 6) Open the file and make sure everything works correctly.

Note: These actions will not be necessary every time a client tries to open a report. These steps ensure the program is properly installed and that the .rwa files are linked to the correct software when opened in the future.