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I Am Having Trouble Creating Reports with Insite and/or Roobrik?

Frequently Asked Question #9

When I select Quick Report as the output for Insite and/or Roobrik I often see the following error when pressing GO! Another symptom is for the report preview to display but it is blank.

These errors may be followed by additional errors including Access Violations or other illegal operations that may or may not cause Insite and/or Roobrik to completely shut down.

This problem has been identified as due to a memory "leak" in the third party component used to automate the creation of reports. The frequency of this error appearing will directly correlate to the amount of system resources available and the Operating System running. The more memory present in your machine the less frequently you will see the error. A minimum of 64Mb is recommended, 128Mb is better. The more advanced operating systems, such as WindowsNT or Windows2000 will rarely, if ever, present these errors, while Windows95 and 98 could produce them regularly.

Presently work is underway to replace the reporting component with a more stable version, in the meantime it is suggested to increase the amount of memory present in your machine or upgrade your operating system.

Please contact Canary Systems if you would like more information.

