

This KM explains what to do when "Other" orders are entered on the prompt page for Cognos reports.

Other orders do not have a year association therefore when requesting any reports associated with this type of order:

End User Solution

When printing reports associated with an "Other" order, on the prompt page select the year dropdown and then choose the blank space. Continue with printing.

When the report renders a blank page ensure that the year drop down is selected correctly.

Reviewed/updated 1/15/2014 jbilliard