

This KM explains why when attempting to run a report from ICBS, you may get a blank PDF or a blank page with cid:1 on it.

End User Solution

This error can occur when the PC does not contain enough memory. Contact your local IT support, or agency/bureau helpdesk, to discuss increasing the memory on your computer. As a workaround, you can attempt to access ICBS from a different computer that contains more memory.

Reviewed 4/11/2014 Andy Gray