

When you receive a “file empty” error trying to view your report.

First try viewing the log.

If you still receive “file empty” do this.

Close finished reports

Click on Report Session

Scroll to Format Page

Check that DEFAULT is selected at the Character set table

Click OK

If that doesn't fix the problem then do this.

Delete the files from the tmp folders.

Go to My Computer

Double Click on the C: drive

Double Click on the Users folder

Double Click on the Folder that is named for your login on the computer

Double Click on the Sirsi folder

Double Click on the Workflows folder

Double Click on the tmp folder

Then delete all of the files that are in that folder

Close the window that you are in and try viewing the reports again.