ARM fails to load report

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions

SYMPTOM

The Auditing and Reporting module (ARM) fails to load reports with one admin account, but has proper permissions with EFT Server.

RESOLUTION

Often times this is due to the Admin account not having permissions to the ARM database. Logging into the system with another admin account that has access to the database directly can successfully launch reports.

There are 2 options to resolve this.

1. Grant DB_Reader permissions to the offending account that is trying to run reports. **OR**
2. Specify an alternate account to that EFT Server will use to run reports. https://kb.globalscape.com/KnowledgebaseArticle11012.aspx

MORE INFORMATION

When ARM is configured to use Windows Authentication, users get 80004005 error (failed login) when trying to load a report, even though the account has full ARM permissions. Report rendering is carried out by the interface, not by EFT Server's Transfer Engine. EFT Server is using the logged-in user account instead of the EFT Server service account to load the report. Because the report request is using an account that has no access to the database, the report fails.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11086/ARM-fails-to-load-report