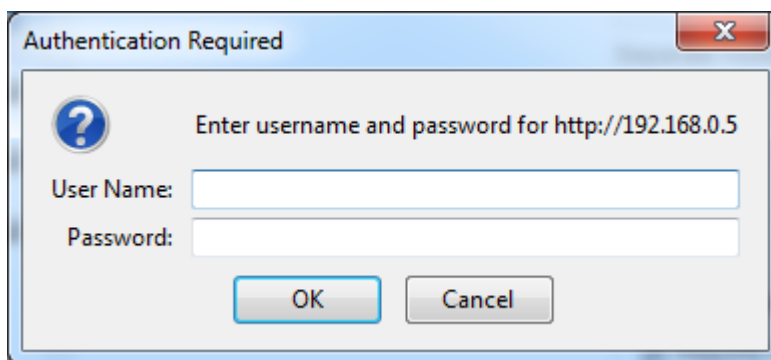


## Can't access /reports/ on IIS

Ben Henley - 2017-11-09 - Comments (0) - Installation & Upgrades

### Question:

I am running a Deskpro On-Premise installation on IIS. Whenever I try to go to the Deskpro Reports interface, I get an authentication dialogue box.



Entering Deskpro agent credentials doesn't work, even though I've checked that my agent account is allowed to use Reports.

Accessing all the other parts of the interface works fine.

### Answer:

This issue can happen if the SQL Server Reporting Service is running on IIS. When you try to access the **/reports** URL for Deskpro Reports, the service is redirecting you to **/Reports/Pages/Folder.aspx**

To confirm this is the problem, make a local Windows user on the server and enter its credentials in the authentication dialogue. You will see an error about SQL Server Reporting.

To fix this, go to the SQL Server Configuration Manager and disable the service. It is not required if you are only running Deskpro on the server.

If you do need SQL Server Reporting, go to the Reporting Services Configuration Manager and change the Report Manager URL so it does not include **/reports**.