

## Reports With Logos Fail to Load

Some users have reported that reports in the JasperReports Server with logos have been failing to load after upgrading from RiskVision version 9.2 to version 9.4 and above. Instead of seeing the report, users get an error message that states **Byte data not found**.

If you see a similar error message while attempting to load a report with a logo, follow the below steps.

### To resolve the report loading issue:

1. Launch JasperReports Server in [standalone mode](#).
2. Export the report that is not loading.
3. Use WinRAR to unzip the report.
4. Navigate to the **main\_jrxml.data** and rename it to **main\_jrxml.jrxml**.
5. Open the **main\_jrxml.jrxml** file and perform the following:
  - a. Change the text from `[">` to
  - b. Save your changes and close the file.
6. In JasperReports Server, click **Edit** on the report that is not loading.
7. In the **Locate the JRXML File** field, browse for the renamed **main\_jrxml.jrxml** file.
8. Click **Submit**.
9. Run the report.

If the problem persists after following these steps, contact Resolver support.