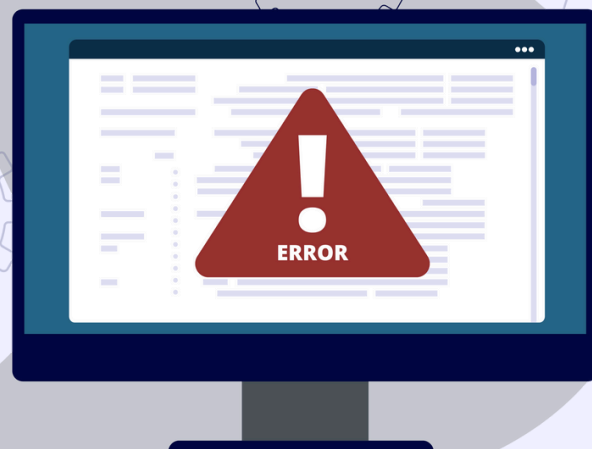# Useful Tips when receiving
REPORTING ERRORS
in Florida **PALM**

Are your Florida PALM reports not generating as expected? Or have you run this same report in the past, but now it doesn't seem to work?

1 Clear Your Cache

Perform these steps for **Clearing Your Cache**.

2 Try Another Browser

Use an alternative **Florida PALM Supported Browser**.

3 Create a New Run Control ID

If your report does not successfully post in the Process Monitor, it may be time to create a new **Run Control ID**. A Run Control ID is a unique value created by the end user that saves selection criteria used to run a report.

4 Consult Your Security Access Manager

Consult with your agency **Security Access Managers** (**SAM**) to confirm the following have been added in Florida PALM:

- **Bank Security** - Bank Security provides end users with access to their agency's banking information to perform necessary functions, such as view bank data on applicable transactions, (e.g., deposits and payments), and view banking reports.
- **End User Roles** – The agency SAM adds a Florida PALM End User Role to the end user which grants them access to the functionality assigned to that role including access to information through reports.
- **Primary Permission List** (**PPL**) - The PPL field is required for each end user. A PPL allows the end user to perform functions on behalf of their agency (i.e., Business Unit) or other agencies.

Solution Center

If support is still needed, contact the Solution Center via the **Customer Portal**, or for immediate assistance, call us at 877-352-7256.