



# WASP PROTECT

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## AssetCloud: Attempting to run reports or print labels gives an error 500 - Internal Server Error

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**Symptom:** When attempting to run any reports or print asset tag labels, you receive an error message: Error: 500 - Internal Server Error.

**Troubleshooting:** Go to Reports and select the report that produces the error, then click Design Report. In the Design tab, click Preview. It will give a better error message there to indicate why it is having the 500 error.

If the error given is "The time zone ID 'Coordinated Universal Time' was not found on the local computer," it means you need to go to the Settings menu and select your local time zone.

**Resolution:** Click the Gear icon in the upper right corner and go to Settings, then Localization. Then on the drop down list for Report Time Zone, select your correct local time zone, then click Save at the bottom. The reports should now open properly.