Ren Server Connectivity

Occasionally users will report an issue where they receive an error message saying they are unable to connect to the Ren Server. There are two possible causes for this issue. The first is that SFS has not been added as a trusted site for your browser. The instructions below will walk through how to correct this issue. The other issue could be that the Ren Server is down, and you should email uwsaproblemsolvers@mailist.uwsa.edu.

1) In order to add SFS to your Trusted Websites, in Internet Explorer, click on the Tools menu > Internet Options.
2) Click on the Security tab > Local intranet

3) Click Sites

4) Click Advanced.
5) **Copy** and **paste** the following 2 lines in the *Add this website to the zone* field, **clicking** after each:
- https://*.sfs.wisconsin.edu
- https://*.sfstest.wisconsin.edu
- **Note**: You do not need to check the “Require server verification” checkbox.
6) **Click** ‘Yes’ if you receive the message below:

7) After adding the entries, **click** **Close**.
8) **Click** **OK**.
9) Then **click** **OK** again to save your changes.
   - **Note**: Now when you run nVision web reports or view crystal reports, you should see "Local intranet" in the bottom-right of the Internet Explorer window as shown here:
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Processing

- **Process Name**: POPO005
- **Process Instance**: 4743442
- **Process Type**: SQR Report

Waiting for [reports.sfs.wisc.edu](https://reports.sfs.wisc.edu)

Local Intranet

Processing

- **Process Name**: NVSRUN
- **Process Instance**: 4745851
- **Process Type**: nVision-Report

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Local Intranet