

Enterprise Report Designer (ERD) — Connection Fix Instructions

Applies to: ERD desktop client only | Estimated time: 5 minutes

Issue Summary

Some users of the Enterprise Report Designer (ERD) client have seen a connection error when trying to reach the reporting service, similar to:

```
Could not establish secure channel for SSL/TLS with authority  
'eda.ctuit.com:9001'
```

This is caused by a Windows security setting on your computer, not by an outage on the R365 side. Our servers are online and working correctly. The fix below adjusts a setting on your machine so ERD can connect using the required security protocol (TLS 1.2).

Who Should Follow These Steps

Apply this fix on any Windows computer where the ERD client is installed and showing the connection error above.

Before You Start

- You will need administrator rights on the computer to make this change. If you're not sure whether you have this, contact your internal IT support.
- This change only affects settings on your local computer. It does not modify or remove any files.
- Close the ERD application completely before starting (check that it isn't still running in the background).

Step-by-Step Instructions

Step 1 — Open PowerShell as Administrator

- Click the **Windows Start** button and **type: PowerShell**.
- Right-click Windows PowerShell in the results and select **Run as administrator**.
- If prompted by Windows to allow changes, select **Yes**.

Step 2 — Run the Following Commands

Copy and paste each of the four commands below into the PowerShell window, *pressing Enter after each one*.

Each should return "The operation completed successfully."

```
reg add "HKLM\SOFTWARE\Microsoft\.NETFramework\v4.0.30319" /v SchUseStrongCrypto /t REG_DWORD /d 1 /f
reg add "HKLM\SOFTWARE\WOW6432Node\Microsoft\.NETFramework\v4.0.30319" /v SchUseStrongCrypto /t REG_DWORD /d 1 /f
reg add "HKLM\SOFTWARE\Microsoft\.NETFramework\v4.0.30319" /v SystemDefaultTlsVersions /t REG_DWORD /d 1 /f
reg add "HKLM\SOFTWARE\WOW6432Node\Microsoft\.NETFramework\v4.0.30319" /v SystemDefaultTlsVersions /t REG_DWORD /d 1 /f
```

Step 3 — Confirm the Settings Were Applied

Run these four commands to confirm. Each should show a value of 0x1:

```
reg query "HKLM\SOFTWARE\Microsoft\.NETFramework\v4.0.30319" /v SchUseStrongCrypto
reg query "HKLM\SOFTWARE\WOW6432Node\Microsoft\.NETFramework\v4.0.30319" /v SchUseStrongCrypto
reg query "HKLM\SOFTWARE\Microsoft\.NETFramework\v4.0.30319" /v SystemDefaultTlsVersions
reg query "HKLM\SOFTWARE\WOW6432Node\Microsoft\.NETFramework\v4.0.30319" /v SystemDefaultTlsVersions
```

Step 4 — Restart ERD

- Make sure **ERD is fully closed**.
To ensure it is closed, check the Task Manager.
- Reopen the **Enterprise Report Designer** application.
- Try the action that previously failed (e.g., loading or saving a report).

Note: These settings only take effect after ERD is restarted. If you applied the fix while ERD was still open, close it fully and reopen it before testing again.

If the Issue Continues

If you still see the same connection error after completing all steps above and restarting ERD, please contact support and let us know:

- That you completed the steps in this document
- The exact error message you see
- Your Windows version (Settings > System > About)

Why This Happens

Our reporting service now requires a modern, secure connection method (TLS 1.2). Some Windows computers don't automatically use this method for older applications unless a specific setting is turned on. The steps above turn on that setting so your computer can connect using the required security standard. No data or files on your computer are affected by this change.