

When trying to access the "M5 Report app", you might get the message shown below.

This message is usually the result of trying to register a new user for the module.

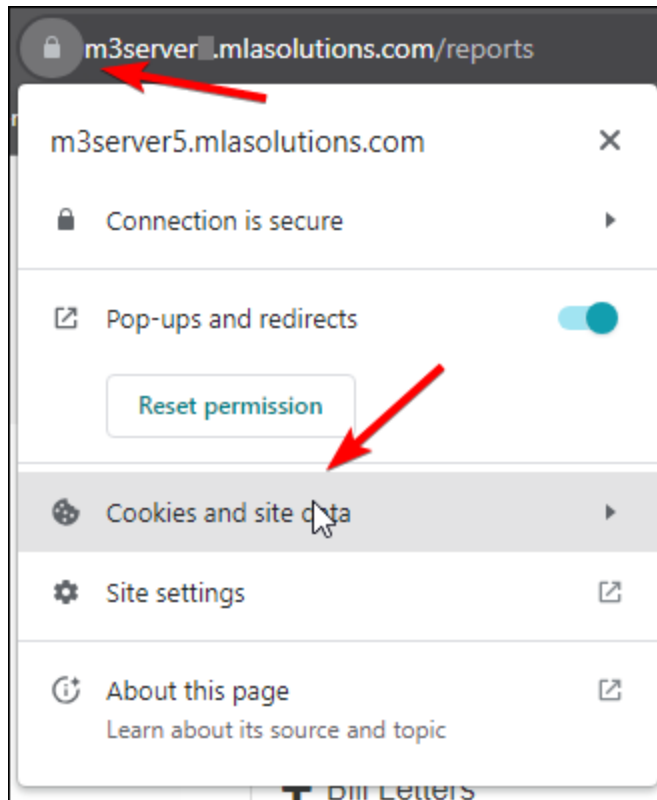
# Express

**500** **TypeError: Cannot read property 'replace' of undefined**

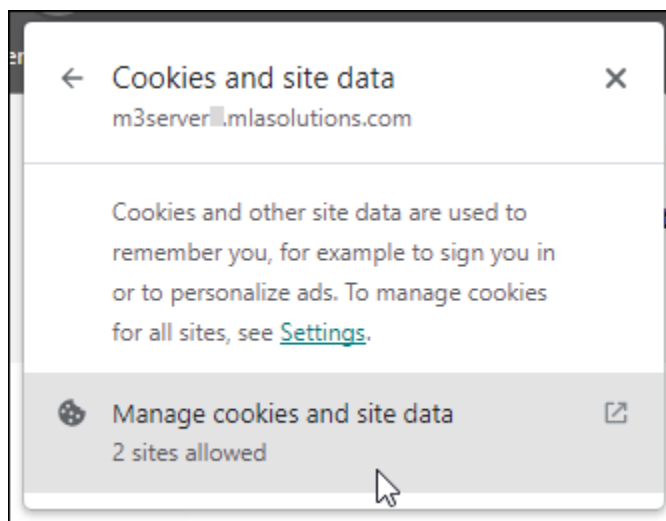
at renderReportsSelect (/var/www/reportapp/lib/routes.js:678:50)

To bypass this message, either [notify us by email](#) or try the steps below.

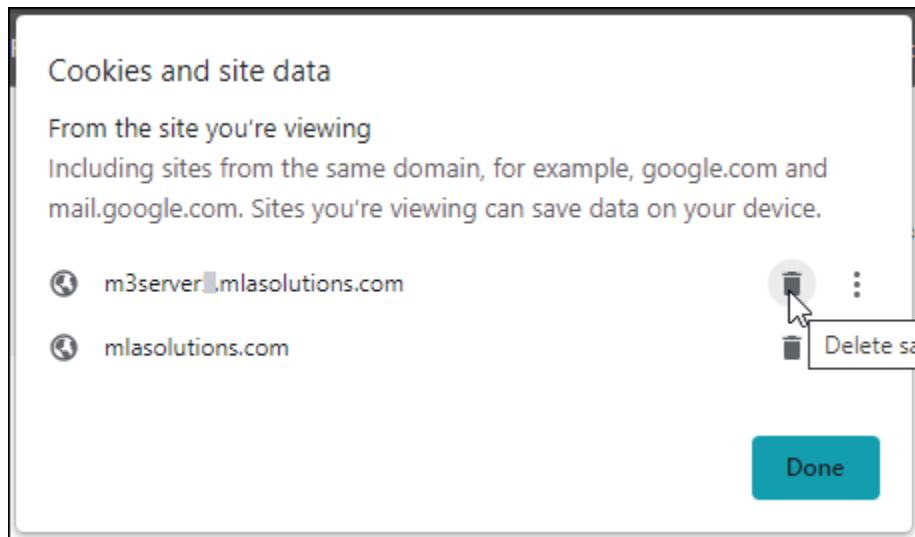
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1. **Click on the lock icon next to the page address and select "cookies"**



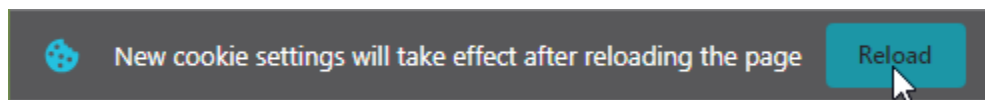
2. Click “Manage cookies and site data”



3. In the pop up window, click the trashcan icon next to address shown in your address bar (as seen in the step 1) and click “Done”



4. Finally, click the “Reload” button



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In order to avoid this issue, please use your **customer number** as login and password. If you do not have your customer number, please contact us and we will gladly provide it. We must stress that you do not attempt to register a new user.

It is recommended that when entering your login credentials, **if the browser prompts you to save the password, please do so (as long as it's not a public computer).**

ReportApp

Register

Existing users

Login

Email address or username

XX1234

Password

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Log in

[I've forgotten my password](#)