crystal decisions ™

Crystal Reports

Checking for Data Source Changes Failed

Overview

This document is designed to be a guide in diagnosing the Active Server Page (ASP)/Automation Server error: "Checking for Data Source Changes Failed". This error will appear above the Smart Viewers in an HTML page. The Smart Viewer will also display the error "User Session has Expired".

Contents

Troubleshooting:

This error is most often caused by trying to preview a report that is based off a SQL type database without correctly logging on to the database.

Here are some of the most common errors that are related to this:

Incorrect Server Name Parameter

The Server Name parameter passed to the session("oApp").LogonServer call is not the same server name that is stored in the report.

The LogonServer call cannot be used to set the report to point at a different server at runtime. Open the report in the Crystal Reports designer, go into the Database menu, and choose "Set Location". Check to see what the "Server Name" is. That is what must be passed in the LogonServer call.

You are not logging on to the database

The ASP page that instantiates the report does not call LogonServer, or SetLogonInfo. Attempting to call the session("oRpt").ReadRecords method

without first logging on to the database (using either LogonServer or SetLogonInfo) this error will happen.

You are providing invalid logon credentials for the database.

If the user ID and password parameters that are passed in LogonServer or SetLogonInfo do not have sufficient rights to the database object (Table, View, Stored Procedure, etc.) that the report is based on, this error will occur.

Other Reasons:

Oracle stored procedures

Attempting to pass stored procedure values for an Oracle Stored Procedure will cause this error. This is because there is an issue with the Crpe32.dll handling Oracle Stored Procedures. Track ID: 8884

Active Data

If the report is based on an Active Data recordset such as ADO, RDO or CDO this error can occur if the SetPrivateData method is called and the recordset does not exist or has errors (did not created correctly).

Contacting Crystal Decisions for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

Self-serve Support:

http://support.crystaldecisions.com/

Email Support:

http://support.crystaldecisions.com/support/answers.asp

Telephone Support:

http://www.crystaldecisions.com/contact/support.asp