

# Most Common Issues with Adobe Interactive



## Applies to:

SAP Interactive Forms by Adobe, SAP Netweaver Portal, Adobe Document Services.

## Summary

This article lists some of the most common issues faced in Adobe Interactive Forms Development.

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## Introduction

In this article I chose to write about Adobe Interactive Forms since I faced a lot of issues when I started my work on Adobe Forms and it was very difficult to find any information. In this Blog I will try to put the most common issues faced by developers while developing the forms along with their probable causes and remedies for correcting them.

When I was given the task to develop my first Adobe Interactive form, I didn't know anything about it. So the first thing that I wanted to know was what the basic requirements for Interactive Forms development were. So here comes the first thing that we should know when going ahead for Interactive Forms Development.

## Requirements

Interactive Forms can be developed using Adobe Lifecycle designer either on ABAP stack or on the Java stack. Apart from the server we need the following:

- Adobe Lifecycle Designer
- Netweaver Developer Studio (For Java Development)
- SAP GUI (For ABAP based development)
- Adobe Acrobat Reader (For viewing the form, desired version is 7.0 or above)
- Active Component Framework (Only for ActiveX forms)

## Issues and their solutions

After having a look at the requirements, now let's move onto the most common issues faced during and after development of forms. I have collected these over a period of time and the solutions provided worked for me, some of the solutions may be references available on SDN.

1. Blank White Screen Appears after deploying the form on server :  
*Possible Causes & Solution:*
  - Check if Adobe Reader is installed on the client machine and the browser plug-in is working fine
  - Try uninstalling and then reinstalling the Adobe Reader
  - In case of ActiveX forms, uninstall the Adobe Reader and ACF and then reinstall in this sequence:  
Adobe Reader -> Active Component Framework
  
2. When testing the ADS functionality through WSNavigator, an error "Incorrect content-type found 'text/html'" is shown  
*Possible Causes & Solution:*
  - Most probable cause for this issue is the expiration of password for ADSUser
  - Go to Visual Admin:  
Server > Service > Security Provider Service > User Management tab - Select user ADSUser. If option 'No password change is required' is not selected, please select it.
  
3. Web Dynpro Exception: ADS: Request start time  
*Possible Causes & Solution:*
  - Try activating the following services: SICF->Services->default\_host->sap->bc->fp and fpads
  
4. Configuration Guides for ADS
  - NW2004S: <https://www.sdn.sap.com/irj/sdn/go/portal/prtroot/docs/library/uuid/30a9630b-4f89-2a10-6fab-e311b3ffd9a6>
  - NW2004 :  
<https://websmp203.sap-ag.de/~sapidb/011000358700001683532004E>
  
5. Submit Button does not work in the form  
*Possible Causes & Solution:*
  - Check that proper is action associated with the button.
  - Check that you have used the button based on the selected layout type
  - In case of ActiveX forms, Active Component Framework installation is required on the client machine.

## 6. Unable to populate values in dropdown

*Possible Causes & Solution:*

- This might be caused due to improper UI element used in the form or the method of populating the values in the Dropdown is wrong
- Use the Drop down UI Element corresponding to the Layout Type of the form. If it's an ActiveX based form, then you need to choose UI Element from Web Dynpro ActiveX Library and similarly
- Method for populating the dropdowns is available on SDN

## 7. Data entered in form is not saved

*Possible Causes & Solution:*

- Check the binding for the UI Element
- If this is an ActiveX form, check for ACF installation and refer to point 5

This is just a small list of issues faced while developing & running Adobe Interactive Forms and I will be covering more in future.

### Important notes related to Adobe Interactive Forms ([Link](#))

#### General information

750784 SAP Interactive Forms: Licenses  
 735050 mySAP ERP 2004: Output of forms  
 798320 XFP interface in SAP NetWeaver '04

#### Adobe document services

894009 ADS: Configuration Guide (SAP NetWeaver 2004s)  
 682619 ADS: Configuration Guide (SAP NetWeaver '04)  
 886572 ADS: Central Patch Note for SAP NetWeaver 2004s  
 863893 Release Restrictions ADS: SAP NetWeaver '04  
 894389 Release Restrictions ADS: SAP NetWeaver 2004s  
 736902 Adobe Credentials  
 925741 Running ADS with non-supported platforms  
 944221 Problem Analysis / Troubleshooting in Forms Processing  
 846610 How to activate the ADS trace  
 867502 Read Timeout using ADS in Web Dynpro  
 933402 Pilot Projects: J2EE installation on heterogeneous landscape NW04/04s

#### Adobe LiveCycle Designer

730026 Adobe LiveCycle Designer: Known errors and patches  
 962763 Adobe LiveCycle Designer 7.1 Installation  
 816065 Adobe LiveCycle Designer Installation with Developer Studio on SAP NetWeaver '04 SPS 18  
 863138 SAP xfo object does not appear with LiveCycle Designer  
 801524 Additional components for the SAP GUI installation server

#### Other frontend installation

834573 SAP Interactive Forms: Acrobat/Reader version  
 766191 Active Component Framework Installation  
 846952 Delete ACF in SAP NetWeaver '04 from client PC  
 864933 ACF WD ABAP GUI AdobeControl

#### Printing PDF-based forms

685571 Printing PDF-based forms  
 766410 Interactive Forms: XDC scenarios for printer control  
 952297 Printing PDF-based documents fails

#### ISR integration

789859 ISR with Adobe: System Requirements

- 764839 ISR: Interactive Form is not displayed on MS IE 6.0
- 947633 ISR: Current ISR Control libraries
- 741381 ISR: Documentation for ISR Control library
- 953982 Adjustments to Adobe forms for ZCI
- 947675 ISR/Adobe: New layout category ZCI as of ERP 2005, SP 5
- 863308 mySAP ERP 2004 - MSS - Limitations on PCRs with Adobe
- 965703 ERP2004 - Wrong/missing translation of PCR forms

#### **Web Dynpro for ABAP integration**

- 980437 Unable to hide toolbar when using interactive forms
- 983699 Additional features for Adobe integration
- 981638 Dynamic forms are not supported in Web Dynpro for ABAP
- 992492 Termination when using the PDF-only scenario
- 856882 Adobe: Allowing limited input in DDIC mode

#### **Translation, globalization, internationalization**

- 980522 Umlaut is not displayed in Interactive Form
- 994045 Non-Latin-1 characters in PDF forms
- 963063 Special characters not allowed in the name (create form)
- 950271 Translation process in SFP
- 837217 Update of translation process
- 917483 Translation update
- 864990 Form Builder: Layout translation settings
- 876203 ISR Layout translation

#### **Other challenges (aka bugs or limitations)**

- 853497 Adobe Acrobat/Reader creates temporary files
- 937460 Interactive Forms scenario on Windows Terminal Server (WTS)
- 852235 Release restrictions for mySAP ERP 2005
- 934981 Limitations and known issues for Adobe forms in Guided Pprocedures
- 905753 Large PDF file size
- 916607 PDF file size increase upon saving
- 917773 Adobe Reader error upon opening interactive PDF form

Above list is taken from the [The most important SAP Notes for SAP Interactive Forms by Markus Meisl](#), check out for the latest version for any new additions. Check out this [link](#) for more information on interactive forms.

## Related Content

[The most important SAP Notes for SAP Interactive Forms by Markus Meisl](#)

[Interactive Forms Section on SDN](#)

[ADS Configuration Guide](#)

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