

Crystal Reports

Release notes for the version 7 RDC Smart Viewer

Overview

This document is intended to answer common questions concerning issues with the version 7 RDC Smart Viewer component. The document discusses known problems and limitations of the Smart Viewer.

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Known Issues with the RDC Smart Viewer

1. When using the navigation methods ShowFirstPage, ShowPreviousPage, ShowNextPage and ShowLastPage, and then calling GetCurrentPageNumber method directly after the following error message may be encountered:

Runtime error -2147467259(80004005)

The control is busy downloading data

This error will most likely occur when the page is loaded into memory for the first time. This because the control is still busy creating the page and is unable to determine the current page number. To avoid this error a loop event needs to be created which tests the state of the Smart Viewer's IsBusy property for False. When IsBusy returns False the control has finished it processing and GetCurrentPageNumber will successfully return the views current page.

2. The EnableToolbar button properties, excluding EnableDrillDown, can only be set at design time. Consideration has been given to for setting some of these properties at runtime and this functionality will be available in a future release of the Smart Viewer.
3. The Smart Viewer CloseView method and toolbar button "Close View" applies only to SubViews. The first view known as the Top Level view cannot be closed using this CloseView method or Close button on the toolbar. You will notice that the CloseView button is disabled if the Top

Level view is the active view. The Top view can only be closed when the window containing the viewer control is destroyed.

4. Currently there is no way to Export from the Smart Viewer toolbar. This functionality will be implemented in a future release of the Smart Viewer. For now it is suggested that developers use the Export method of the Report object for exporting a report.
5. There is no StopButton method available to duplicate the same behavior as the Stop Button on the Smart Viewer toolbar. A StopButton method will be added in a future release of the Smart Viewer to duplicate this functionality.
6. The GetViewPath method only applies to SubViews. The GetViewPath returns an empty array when the Top Level view is the active view. There is no path for a Top Level view.
7. Closing a view using the CloseView method or CloseView button on the toolbar on the toolbar does not invoke the ViewChanging or the ViewChanged events of the Smart Viewer. This is a known issue and is currently being tracked. Track id assigned is 712
8. Using the GetViewPath in the ViewChanged event results in an Automation Error. This is a known issue with the Smart Viewer. This automation error only occurs when a view is created for the first time. Once the view has been created tabbing between a view results in a successful call to the GetViewPath method in the ViewChanged event. Track id assigned is 661 Use the Introduction to explain an issue in further detail, provide background information and outline the Body of the paper.

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>