

- Remember that there are two applications – cViewSERVER which is the Windows Service running in the background on the server and cViewREMOTE which is the front-end to cViewSERVER on your machine. There can be a delay while information is passed between them.
- Restart the Service:
  - Sometimes, just stopping and re-starting the cViewSERVER Windows Service will clear an indeterminate problem (Windows Start menu / Administrative tools / Services / click on cViewSERVER and the option to Stop or Start is displayed on the left)
    - When you create a new connection with password information, and a new ODBC connection, you might need to stop and restart the cViewSERVER scheduler service to pick up the new connection information. (Control Panel / Administrative Tools /Services)
- Reinstall software:
  - Reinstalling often clears up unexplained issues. Exit cViewREMOTE, stop the cViewSERVER service, uninstall then re-install the software.
- Permissions (1):
  - A very common issue is that the Windows Service does not have permission to access to the reports, procedures, database or network printer.
  - Because cViewSERVER runs as a Windows Service it has its own logon, credentials and security. It is running behind the scenes under a different account. It is that account that needs permissions.
  - These permissions may be different from the User account running the desktop administrator
    - See if “Run on Desktop” works. If it does, the account you are logged in as has sufficient permissions.
    - See if “Run on Server” works. If it does not, the account running the cViewSERVER Windows Service does not have sufficient permissions.
- Permissions (2).
  - To to check or change the account you run that the cViewSERVER runs as:
    - Start menu / Control Panel / Administrative tools/Services.
    - Right click on the cViewSERVER service entry and go to Properties. Click on the “Log On” tab.
    - You could use your own account and password and cViewSERVER should then have the same permissions as you to run the report.

- The big disadvantage of this approach is that every time you change your user password, you will need to change the password for the service log in.
  - Alternatively, you could create a dedicated account with permission to access the database, and with a non-expiring password. This is the approach Microsoft take with the many services they run on a server.
- Permissions (3). To minimize network permissions problems, we suggest you place reports on the same local drive as cViewSERVER.
- Database Passwords
  - The database password information is stored centrally inside the schedule database.
  - When a report is loaded into the schedule, the database information inside the report is checked.
    - If the schedule does not already have the database information from a previously scheduled report, it loads a new entry into the schedule.
    - You can then enter the database password.
    - Check or change database passwords in cViewREMOTE using the Database Connection menu item.
- Firewall blocking.
  - A firewall might be blocking cViewSERVER from sending SMTP messages to your mail server.
  - A firewall may be blocking cViewSERVER from accessing network resources such as a database, report files, printers, shared folders, and so on.
  - By default, the Windows firewalls do not block outgoing traffic. If you use a different firewall, check the default settings.
- SMTP Relay must be allowed on your mail server.
  - This is a very common reason for emails not being sent.
  - Enable SMTP Relay on your mail server and/or enable cViewSERVER to be an exception so that it can go through the firewall.
  - For cViewSERVER to send email messages, your mail server administrator would need to "Enable Relay" from the cViewSERVER machine. Ensure that the SMTP settings for the server are configured, and that the server will accept email for Relay from the cViewSERVER machine.
  - cViewSERVER uses SMTP to send the mail direct to the mail server. It does not use a mail client such as Outlook to send email.

- By default, RELAY is usually disabled for security reasons and these should be addressed before enabling it.
- There is a menu item Help/Troubleshooting/Send Test Message. If the test message is not successful, the problem is with your mail server.
- Server Authentication
  - Your email server may require authentication if emails are not being sent.
    - If required, tick the box on the SMTP Server settings window, then add the user name and password.
  - The schedulers work best when SQL Server is set up to use SQL Authentication rather than Integrated / NT Authentication or Kerberos
- Administrator rights - elevated:
  - Run with elevated administrator rights on Windows Vista or later. (right click/ Run as Administrator) instead of normal administrator rights, for instance to
    - Run the InstallService.bat file to install the cViewSERVER Windows Service or
    - Set up the ODBC connection.
- Username.
  - When installing, the username needs to be fully qualified to include the domain in the form DomainName\AdminName. For a local account, you may use format the username as .\Username to indicate a local account
- ODBC 32 bit vs. 64 bit:
  - Crystal Reports is a 32 bit application and there can sometimes be incompatibilities if your system type is 64 bit. Check by right-clicking My Computer and selecting Properties.
  - In particular, when setting up an ODBC connection, if your system type is 64 bit, do not use the Administrative Tools / Data Sources (ODBC) option from the Start Menu or Control Panel. Instead, use  
C:\Windows\SysWOW64\odbcad32.exe.
    - Windows 2012 includes shortcuts to both 32-bit and 64-bit ODBC Data Sources in Control Panel.
  - ODBC needs to be a SYSTEM DSN rather than a USER DSN. A user DSN is typically not visible to any Windows Service, including cViewSERVER,
- ODBC match settings
  - Ensure that the ODBC and database clients are all loaded with the same settings as the machine that was used to design the report.

- Case sensitive : The connection information is case sensitive
- Multirun:
  - Multirun uses a txt file to control the processing.
  - Ensure that no-one, including the schedule administrator, is editing or locking that file when the multirun is processing. For instance with if it is open NotePad or MS Word it may be locked.
  - Check whether the multirun, is being done on the actual cViewSERVER machine, or via a remote desktop. Check where the the rpt file is.
  - The Multirun control file (.txt) is by default in the same folder as the rpt file.
  - If that is on the cViewSERVER local drive a remote cViewREMOTE session from another machine, cannot see it very easily.
- Unused parameters:
  - Please delete any unused parameters in any report and save the .rpt. cViewREMOTE does not deal well with reports that have parameters created but not used. The application can build a list of parameters in the main report, but cannot identify if the parameter is in use, so adds them to the list and tries to load values when the report is processed.
  - It will help to identify problems if you click on the menu item Tools/Refresh Report and check that the correct parameter list is built for that report
- Architectural incompatibilities
  - You normally do not need to run Crystal on the same machine as cViewSERVER.
  - We have found potential conflicts between cViewSERVER 12 and Crystal Reports 2008. For that reason we recommend you do not install both on the same machine.

There may be conflicts between cViewSERVER and other products that use Crystal Reports runtime

- Our other report scheduler cViewMANAGER includes the Crystal run-time
- One of the SAP / Business Objects products such as BO Enterprise or Crystal Reports Server includes the Crystal run-time
- A Crystal reports viewer such as our cView
- A product from a different company that includes the Crystal Reports run-time, perhaps as a package.
- Many other third-party applications use Crystal Reports for reporting and may install a version of the Crystal Reports runtime.

- Log file size:
  - Problems could be related to the size of the log file cviewlog.xml.
  - Delete cviewlog.xml (taking a copy of it first in case you need to see the log in the future). A new cviewlog.xml will be created automatically.
- Email format and settings:
  - cViewSERVER uses the Outlook convention:
    - Delimit addresses with a semicolon (;)
    - Do not add a space between the addresses
    - Do not include < > around the address eg <mmcdowallson@chelseatch.co.nz>
    - Do not have trailing or leading blanks in the address
  - Other email troubleshooting :
    - Avoid copying addresses from Word or Outlook because this may introduce spurious characters unless care is taken
    - It will avoid problems if you type in the address from scratch
    - Sometimes a spelling mistake creeps in to the domain name. In the View menu / Destination domains / Enter your domain (e.g. recrystallize.com) / Save
    - There are restrictions currently in the CC and BCC fields :
    - Errors in any of the three fields (To, cc, bcc) will currently display as an error in the To field
    - Multiple email addresses are allowed in the To field but only one email address in the cc field and Bcc field
  - To confirm email is working
    - You can set up a test email address and message under the SMTP settings and then send it using the Help menu. In cViewREMOTE / YourServerName / click to expand all items (if it has a + on the left) / System / SMTP settings / Test Message to / add your email address here.
    - Then add the message you want to send to / System / SMTP settings / Test Message / add your email message here / Save button
    - Next click on the cViewREMOTE menu Help / Troubleshooting / Send Test Message.
    - This will email your test message to you. If you do not receive it, please check your settings as above.

- Please check whether emails have been suspended by someone changing settings:
  - cViewREMOTE menu / Tools / Suspend Report Processing
  - Check the setting under cViewREMOTE / YourServerName / click to expand all items (if it has a + on the left) / System / SMTP settings /

Your database (SQL Server, Oracle, etc.)

- Please confirm that any required database client software such as Oracle Client software and any required settings such as TNS names are configured correctly on the cViewSERVER machine.
- Check that the tables and stored procedures inside the database have sufficient permission to run the report.
- Under the Database connection entry settings in cViewREMOTE, check that the values for Server, Database, User and Password/Confirm match those required for the Server (and not the workstation)
- Check whether mapped drives (X:) are used in one place and the UNC path (//server/share/folder/..) in another

### Mapped Drives work in cViewSERVER

cViewSERVER 10 and cViewSERVER12 both support mapped drives even though Windows Services cannot see mapped drives. cViewREMOTE converts a mapped drive (X: ) to a UNC path (//server/share/folder/..)

- **Mapped drives are used in two places** with scheduling reports.
  - The rpt file itself could be stored on a remote drive accessed by a mapped drive.
  - The data might be a file based database like MS Access, DBF, Btrieve, etc.
    - Client Server databases like SQL server and Oracle do not have this problem.
    - In some cases e.g. ODBC connecting to MS Access, a mapped drive is required by the driver. In those cases the mapped drive is important.
  - Inside cViewSERVER 12 there is the ability to create mapped drives that are visible to the service.
    - **How to add a mapped drive**
      - Select the report in the schedule.
      - Then use the menu item Insert/Mapped drive.
      - You can then select the Mapped drive letter (such as Z:) and the path to that mapped drive.

- You will need to do this for each report in the schedule.
  - It could be confusing if different reports uses the same mapped drive, but to different locations.
  - Mapped drives are specific to each report
- If you are trying to load a report into cViewSERVER from a cViewREMOTE from another machine, the mapped drive location needs to be accessible to the account running cViewSERVER. Even if it is back on the cViewSERVER machine.
  - **Recommendations**
    - Ideally, avoid mapped drives as they can bring a layer of confusion. This means you will need to use a UNC path (//server/share/folder/..) to the database instead of X: . However, cViewSERVER can deal with it because its front end cViewREMOTE converts a mapped drive (X: ) to a UNC path (//server/share/folder/..)
    - We support this approach so a report can be loaded into the scheduler several times and have a mapped drive to a different folder share for each item in the schedule.
    - Best practice is to locate your .rpt files in a local folder on the cViewSERVER machine .