

## **Crystal Reports not displaying graphics – Red X appearing in place of images and icons**

### **Error message**

When generating a report, the report (Crystal) graphics do not appear.

### **What the message Means**

The path to display the crystal reports graphics is not properly configured

### **Solution 1 – When all graphics display a Red X**

We need to have a CrystalReportWebFormViewer3 virtual directory created.

*On Windows 7*

The CrystalReportWebFormViewer3 virtual directory needs to reside in a folder of asp\_net eg. aspnet\_client/system\_web/2\_0\_50727/CrystalReportWebFormViewer3

To do this,

Start > Control Panel > Administrative Tools > Internet Information Services

Expand Web Sites and Default Web Site

Right Click on Default Web Sites and select New > Virtual Directory

Name (alias) the Virtual Directory

CrystalReportWebFormViewer3

Point the Virtual Directory to path

C:\inetpub\wwwroot\aspnet\_client\system\_web\2\_0\_50727\CrystalReportWebFormViewer3

The above path will have in it the following subfolders

css  
Html  
Images  
js

If these files are not found, then search for the CrystalReportWebFormViewer folder in your system and enter that path.

Click next until finished wizard.

## **Solution 2 – When only images/charts display a Red X (not Crystal graphics)**

Note: This occurs typically in 64 bit installations.

You need to amend the web.config file found in C:\inetpub\wwwroot\CALLTRAK\web.config

and add the following in the <handlers> section

```
<handlers>
.
.
    <add name="CrystallImageHandler.aspx_GET" path="CrystallImageHandler.aspx" verb="GET"
type="CrystalDecisions.Web.CrystallImageHandler, CrystalDecisions.Web, Version=10.2.3600.0, Culture=neutral,
PublicKeyToken=692fba5521e1304" preCondition="integratedMode"/>
</handlers>
```

## **Solution 3 – When the crystal reports title bar display a Red X**

Make sure that the folder

CrystalReportWebFormViewer3 (and it's sub folders as identified in Solution 1)

is present under the version of ASP.NET being used. Infact, you can put under all ASP.NET version folders as in Solution 1

ie

C:\inetpub\wwwroot\aspnet\_client\system\_web\2\_0\_50727\CrystalReportWebFormViewer3

OR

C:\inetpub\wwwroot\aspnet\_client\system\_web\4\_XXXXXXX\CrystalReportWebFormViewer3

Restart the browser and generate a crystal report. The graphics will appear.

## **Solution 4 – Still displaying x's and CrystalReportWebViewer3 folder installed**

Check the SSL Settings through IIS. Sometimes SSL encryption stops the images appearing. This can be solved by opening the image through web browser and then allowing it to display.

FINISHED