

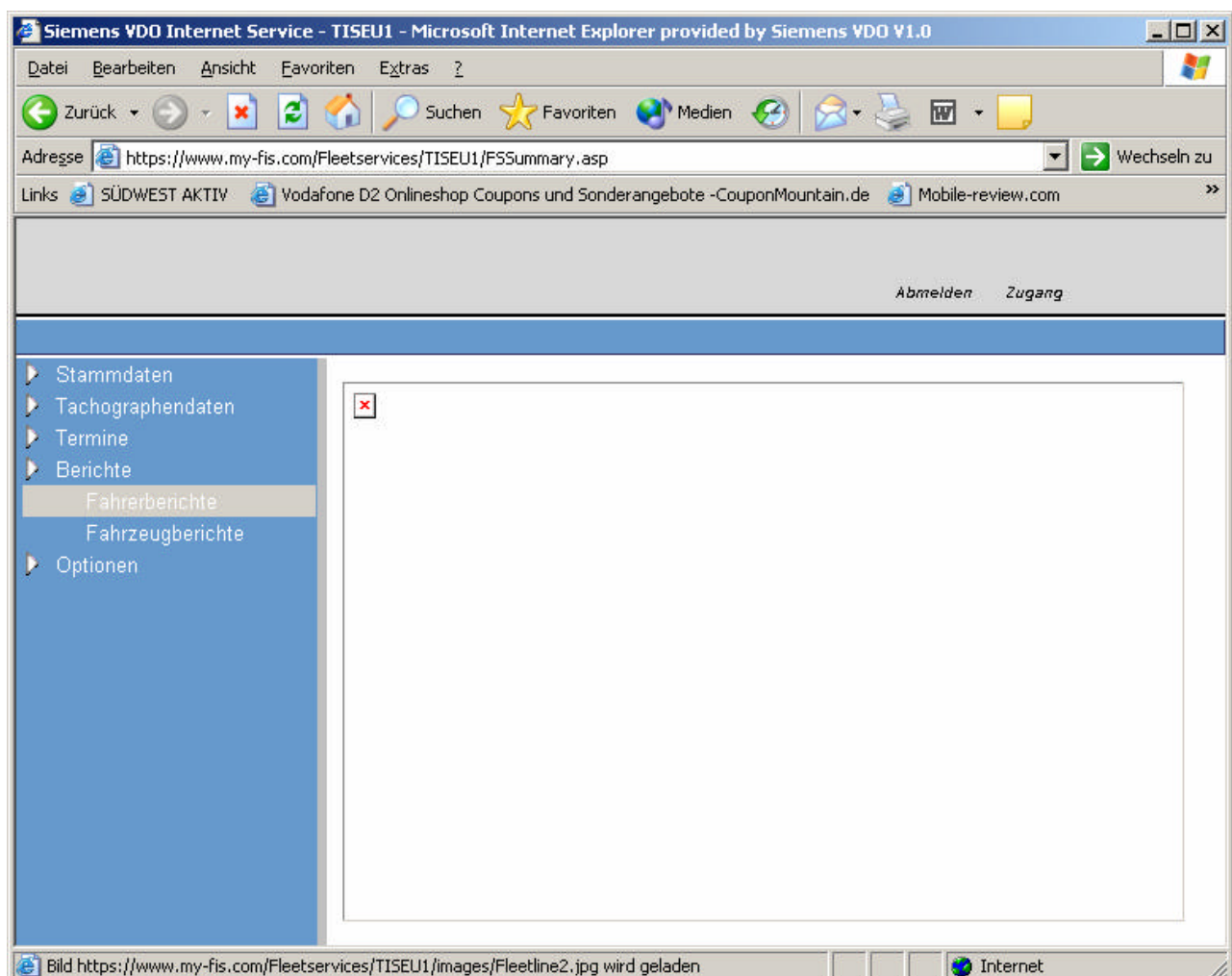
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To: Technical managers / Service technicians	Date: October 22, 2003
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Abroad <input checked="" type="checkbox"/> NSO / ND	Phone: 07721 / 67-3386
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SI No.: 635 001	Page: 1 of 3

Crystal Reports / Reports from TIS-Web

Problem Description

TIS-Web driver and vehicle reports are not displayed – after choosing a report an empty page appears.



TIS-Web uses Crystal Reports for the presentation of reports. In case reports are not displayed, this may be due to an incorrect component from Crystal Reports on the customer's PC.

The following steps describe how you can download the required component.

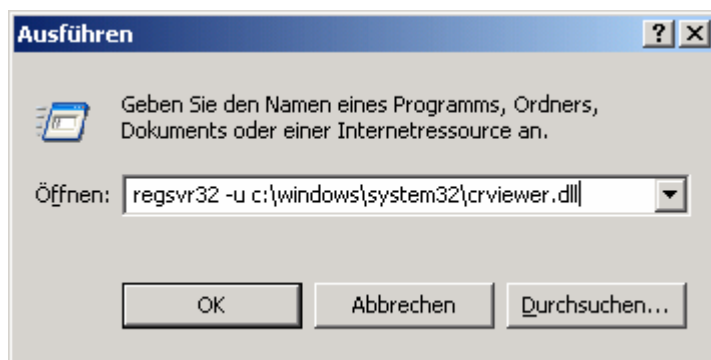
Solution

1. Close your TIS-Web application.
2. Open the directory C:\WINDOWS\Downloaded Program Files or C:\WINNT\Downloaded Program Files via Windows Explorer (depending on the operating system).
3. After having found the data file "Crystal Report Viewer", mark this and delete this using the "Delete" key on your keyboard. Otherwise continue with step 4.
4. Search for the data file "crviewer.dll" in Windows Explorer. This can be found in one of the following directories:

- c:\windows\system32,
- c:\winnt\system32 or
- c:\windows\system.

In case the data file "crviewer.dll" does not exist, continue with step 7.

5. Choose the function "**Execute**" in the "**Start**" menu of Windows and enter the command described below (see also the following example). The command should contain the directory in which you found the data file "crviewer.dll" in step 4:

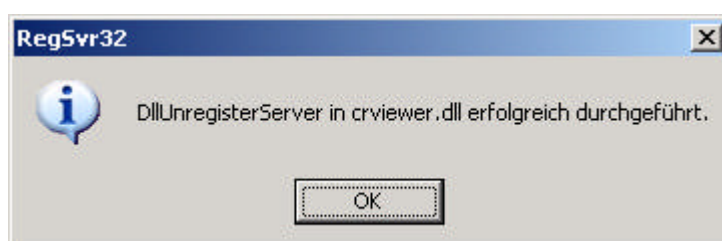


- regsvr32 -u c:\windows\system32\crviewer.dll,
- regsvr32 -u c:\winnt\system32\crviewer.dll oder
- regsvr32 -u c:\windows\system \crviewer.dll

Confirm with "OK".

For this step you require administrator rights on the PC for Windows NT 4.0, 2000 and XP. In case these do not exist, please contact your system administrator.

After this command has been carried out, the following message appears. Confirm this with "OK".



6. Open the directory found in step 4 in Windows Explorer and mark the data file "crviewer.dll". Delete this data file.
7. Open the TIS-Web application, then, after logging in, open a driver or vehicle report. The required component will be reloaded by the web server and the report will be correctly displayed.