



# WASP PROTECT

Portal > Knowledgebase > Discontinued Products > MobileAsset > MobileAsset Web:  
attempting to view reports gives error: "CrystalReportViewer - CrystalReportViewer1 Error:  
Fail to render the page."

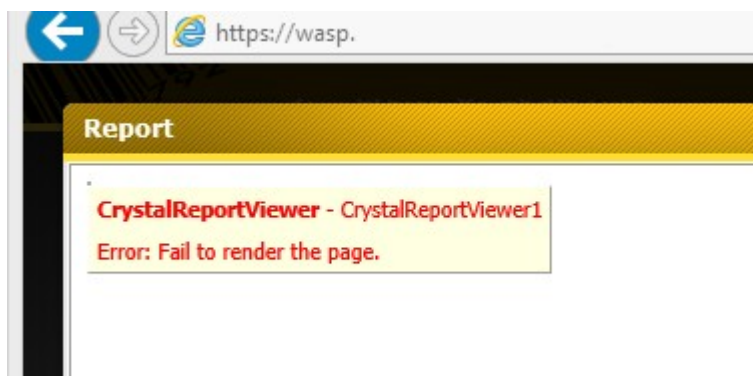
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MobileAsset Web: attempting to view reports gives error:  
"CrystalReportViewer - CrystalReportViewer1 Error: Fail to  
render the page."

Scott Barnett - 2023-01-20 - in MobileAsset

The MobileAsset Web component uses Microsoft Silverlight and SAP's Crystal Report Viewer to display reports. Due to changes in newer web browsers and stricter security requirements, the Crystal Report Viewer may report an error:

CrystalReportViewer - CrystalReportViewer1  
Error: Fail to render the page.



#### Workarounds:

Microsoft Internet Explorer: Add your MobileAsset Web site to the Compatibility View list: Tools menu, Compatibility View settings.

Google Chrome: v42 and later block Silverlight, but you may be able to use Microsoft's workaround: "Microsoft Silverlight may not work in recent versions of Google Chrome"

<https://support.microsoft.com/en-us/kb/3058254>

**Incompatibility:**

Mozilla Firefox v37: not known to be compatible