MobileAsset: Web Module Toolbar buttons appear as broken picture icons

Jason - 2023-01-20 - MobileAsset

The MobileAsset Web Module Toolbar buttons appear as broken picture icons.

To resolve this issue:

1. On the server machine, reinstall the **Crystal Reports Runtime**. To do this, browse the MobileAsset installation CD to \PROG\Crystal and run CRRedist2008_x86.msi, or download and extract https://dl.waspbarcode.com/wasp/CRRedist2008_x86.zip and run CRRedist2008_x86.msi.

2. After reinstalling the **Crystal Reports Runtime**, open the **IIS Manager**, stop the website, wait 15 seconds, then start it. Browse back to the page and the buttons should appear correctly.

If the above steps do not resolve the issue, follow the instructions below:

1. Open the **IIS Management** tool and expand the MobileAssetWeb site to check the **Crystal** folder.

2. Expand the **Crystal** folder and navigate to **MobileAssetWeb\aspnet_client\system_web\2_0_50727\CrystalReportWebFormViewer4**.

   If you get the error "Illegal characters in path" when trying to expand the site, see below.

3. Right click on the **Crystal** folder and click **Explore**. It will bring you to the actual folder on the computer. By default, this should be: **C:\inetpub\wwwroot\aspnet_client\system_web\2_0_50727\CrystalReportWebFormViewer4**.

   In this folder should be these subfolders: css, html, images, and js. The images should be in images\toolbar.

   If they are not there, then there was a problem with the Crystal installation, most likely permissions related. Try running the **CRRedist2008_x86.msi** again by right clicking it and selecting **Run as administrator**.

If you got the error "Illegal characters in path" while expanding the site, try the following:

1. Open **Command** prompt with Administrative privileges.

2. Type the command: **cd "C:\Windows\System32\inetsrv**"

3. Type the command: **appcmd delete app /app.name:MobileAssetWeb/aspnet_client**

   It should respond that it has deleted the app object.

4. Now, please go back to the IIS Manager and click View menu, Refresh (or F5 key). See if you are able to expand the MobileAssetWeb site this time.

   If so, manually add the application by following the steps below:

   a. Right click on **MobileAssetWeb** in the left hand side tree view.

   b. Click **Add Application**.

   c. Enter **aspnet_client** for the **Alias**.

d. Use the **Physical Path**: C:\inetpub\wwwroot\aspnet_client