

Re: Why is Service Pack 3 causing issues with reports in my database?

Source:

<http://www.tech-archive.net/Archive/Access/microsoft.public.access.modulesdaovba/2007-10/msg00957.html>

- *From:* "Gary Walter" <gary@xxxxxxxxxxxx>
 - *Date:* Fri, 26 Oct 2007 18:24:40 -0500
-

"Ron" wrote:

I think I finally found the correct group for this.

After installing Service Pack 3 for Microsoft Office 2003, a database we use begins crashing for no reason when we attempt to open some reports. After uninstalling, and reinstalling without Service Pack 3, the database's reports work as they always have.

I have searched and searched for answers to this issue, and have come up with nothing. MS wants to get CC info just to ask my question, so I'm not going that route. This is an issue with Service Pack 3, and should be resolved. The Service Pack 3 update information didn't even mention any Access-Specific changes that might cause this..

It's not an isolated incident.. No matter what computer I put this on, it crashes when certain reports are opened. I even tried recreating the problem reports, and ended up crashing when I tried to save the new report.. Copying the report(s) results in a crash half (???) of the time.

There are absolutely no issues without Service Pack 3..

I am truly sorry if I posted this in the wrong discussion group. There were so many in the list, and this seemed the best choice of the group of 'Access' related groups I saw, while going through the list.

I sure hope someone in the "know" will see this, and help to resolve this issue, cause I'm tired of Windows Live OneCare and Automatic Update constantly telling me my system is not up to date because I don't have the latest service pack for Office. :(

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Hi Ron,

I don't know... so apologise in advance
if this response to your post got your hopes up..

Our company is just now moving up to Office 2003
(from 2000), as well as Win2000 to WinXP. We
installed "Everything" to hard drive, then went out
to Office site and let it detect and upgrade to SP3.

We have not experienced the problem you describe
as we brought our old 2K-format programs back "on line."
We use our "home-grown" security, so don't use
Access security — we also chose not to go the sandbox
route for now also.

Great gary...glad to hear YOU don't have any problems...

This "shouldn't be your job," but I've thought about
how I might attack this problem if you are interested.

I know how obvious the following is, but I sometimes
have used these as "mantras" when I was a computer spec.
beating my head against the wall:

It was working, now it does not — what changed?
(easy — SP3)...

And, in your case, some reports work, some do not
— how are they different?

What properties do non-working rpts share
that working rpts don't have (I know...easier
said then done)?

Do non-working rpts share properties like
types of joins, level of grouping, page setup,
background code, filtering, type of recordsource,
certain controls, certain tables, pivot, etc.?

I imagine you have already thought through
above, but mention just in case...

I also might start searching for clues in previous changes
(what MS claimed they "fixed" previously that might have
reared its head again when they tried to fix something
else for SP3), for example,

<http://support.microsoft.com/kb/902445>

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-- do non-working reports have subreport that has an ActiveX control

-- are all reports set up to default printer (do non-working rpts use specific printer or settings are changed in rpt code)

-- do non-working reports have any "HideDuplicates"

or

<http://support.microsoft.com/kb/906460/>

-- do you have a control in header of non-working rpts and you programatically change a ctrl in detail section

I might also check posts about other things gone wrong w/SP3...

-- do you format fields in the tables used by report

-- did report wizard end up giving you a combobox ctrl in non-working rpt

-- do you use Visual SourceSafe

Then there is the old standby...

export object to text file, rename the object, then import back, i.e., in Immediate Window

```
Application.saveastext acReport,"rptxx","C:\rptxx.txt"
```

```
{rename the old "rptxx"}
```

```
Application.loadfromtext acReport,"rptxx","C:\rptxx.txt"
```

Does newly-imported report now work?

Again I apologise for speculating rather than providing answer...

good luck,

gary

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