



FormsViewer Known Issues and Workarounds

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Overview

If you encounter a missing feature in Forms Viewer, this is the first place to look for a workaround.

This document contains a list of limitations, known issues, and missing features along with notes on how to work around them.

Installation and Setup

BROWSER ONLY

FormsViewer works with Chrome, IE, Safari, FireFox and other browsers. An online connection is required.

SHAREPOINT REQUIRED

FormsViewer works with both SharePoint Online (Office 365) and SharePoint On Prem. Contact Support@Qdabra.com for assistance installing the On Prem version.

DIAGNOSTICS LINK

From the main FormsViewer page, click on Manage Templates and upload the form template that you want to open and edit to FormsViewer. It's as simple as dragging and dropping the XSN from your desktop. After uploading, go back to the Manage Templates page and you should see your uploaded form with a Diagnostics link.

To make an analysis for your form migration, click the Diagnostics link to get an assessment for your form.

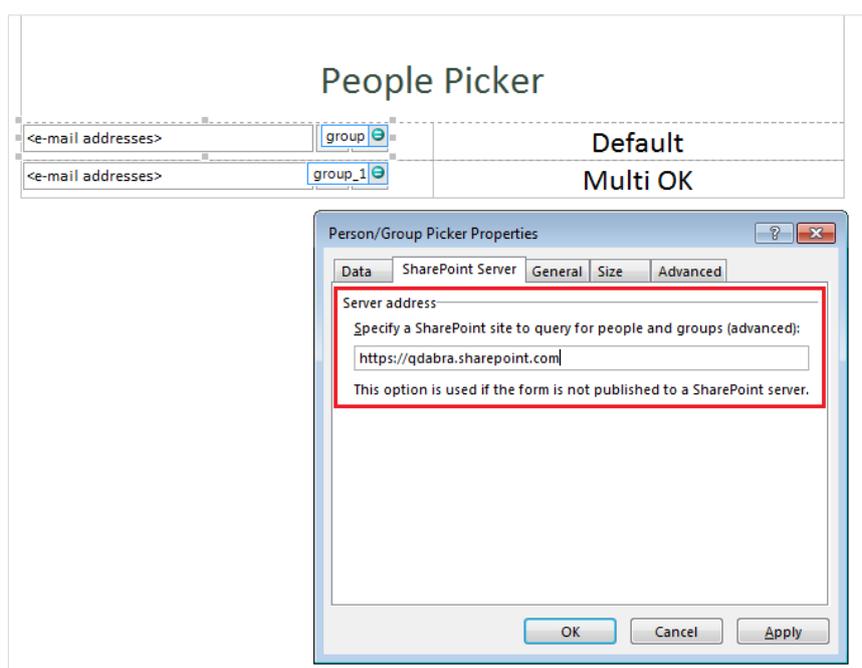
Controls

PEOPLE PICKER

People Pickers will not work unless the default site is added to the properties.

WORKAROUND

Right click the control in InfoPath Designer, select the SharePoint Server tab and type in your server's address. See image below for an example.



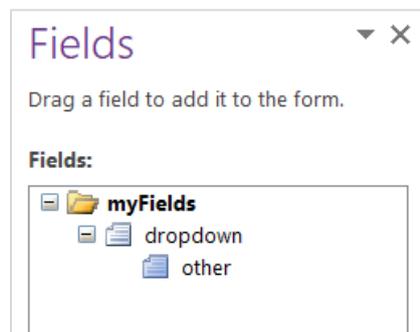
COMBO BOX

Combo boxes are not currently supported.

WORKAROUND

Create a dropdown and add **Other** option to it, use the **Other** option to conditionally hide the dropdown control and show a text box control that allows free text entry. Add a button to the right of this control that toggles back to the dropdown. Download this [sample](#) or follow the instructions below.

1. Open your form in InfoPath designer.
2. Select the combo box control in the view.
3. Right-click the combo box and select Change Control.
4. Select Dropdown List Box. This will convert the combo box to a dropdown list box.
5. Select the field in the main data source and add an "Other" attribute under it.



6. Right-click on the dropdown control in the view.
7. Select Drop-down List Box Properties.
8. Select the option "Enter choice manually".
9. Add the choices for the dropdown and add last item as "Other".

Drop-Down List Box Properties

Data Size Advanced Browser forms

Binding

Field name: dropdown

Data type: Text (string)

Validation

Cannot be blank

List box choices

Enter choices manually

Get choices from fields in this form

Get choices from an external data source

Value	Display Name	Default
	Select or type...	Yes
A	A	
B	B	
C	C	
Other	Other	

Add... Modify... Remove Move Up Move Down Set Default

OK Cancel Apply

10. Add an action rule in the Dropdown box to turn the **@other** attribute on, set it to the value "1" when dropdown is equal to "Other".

Rules

dropdown

Hide

Turn On Other

New

Details for:
Turn On Other

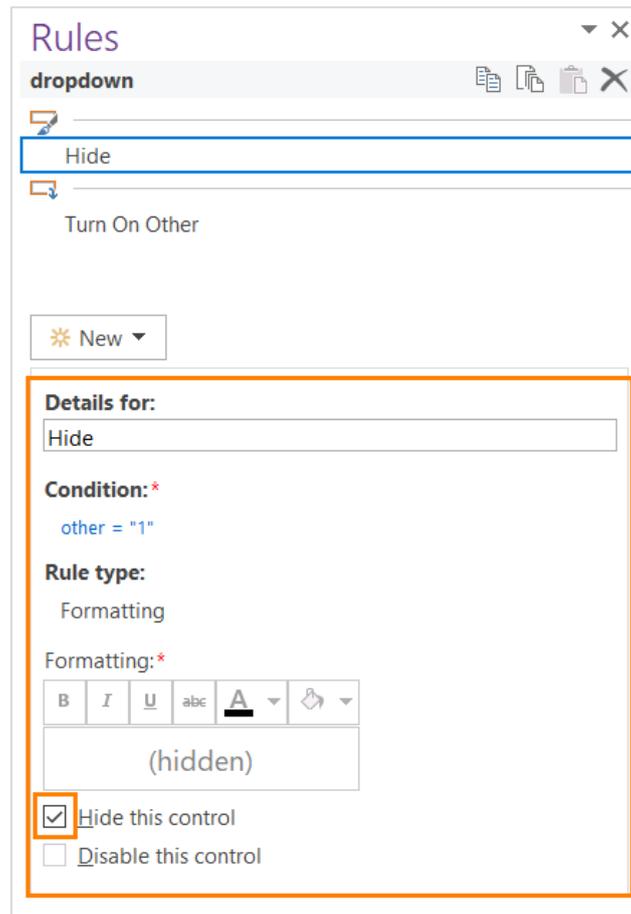
Condition:
dropdown = "Other"

Rule type:
Action

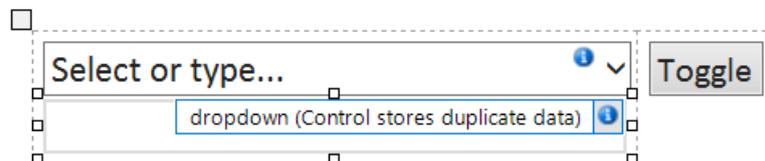
Run these actions: *
Set a field's value: @other = "1"

Don't run remaining rules if the condition of this rule is met

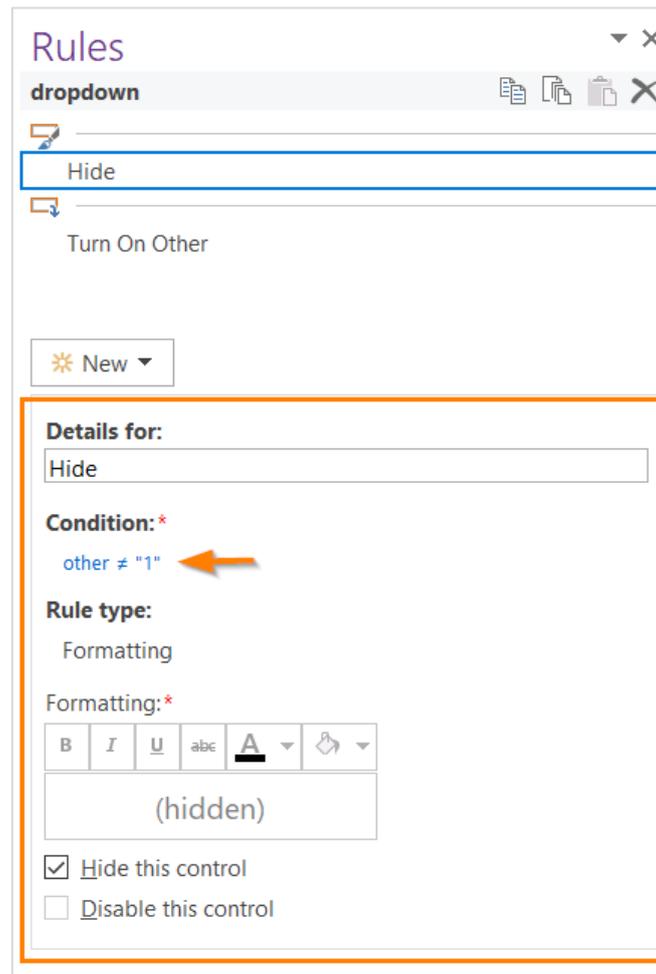
11. Add a formatting rule to hide the dropdown when **@other** is equal to "1".



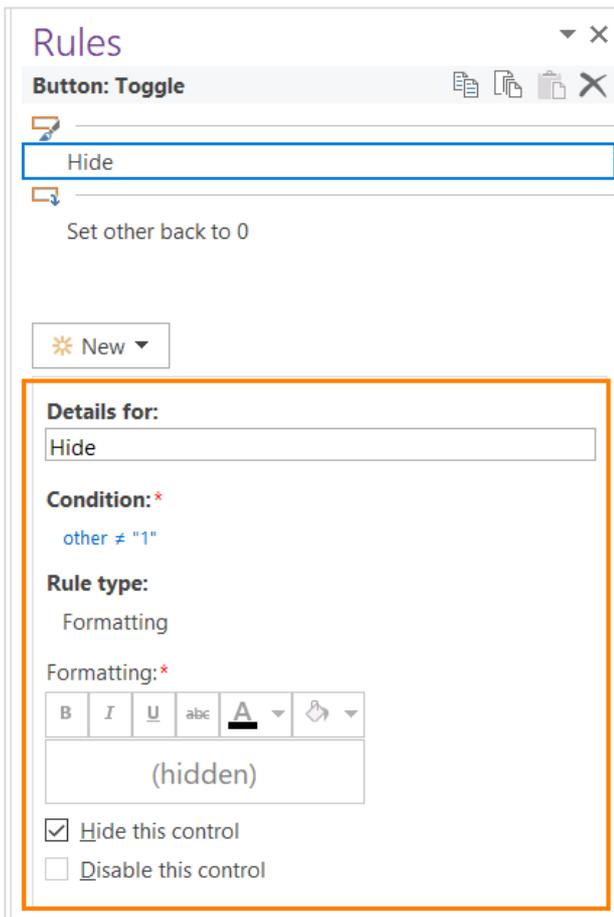
12. Add a text box control just below the dropdown and bind it to the dropdown field. Then, add a Toggle button beside the controls.



13. Add a formatting rule to the text box to hide it when **@other** is not equal to "1".



14. Finally, add a formatting rule to the Toggle button to hide it when the **@other** is not equal to "1", and add a reset rule to set it to "0" to allow the user to toggle back to the dropdown.



Rules [Close]

Button: Toggle [Copy] [Paste] [Delete] [Close]

Hide

Set other back to 0

[New]

Details for:
Hide

Condition:*
other ≠ "1"

Rule type:
Formatting

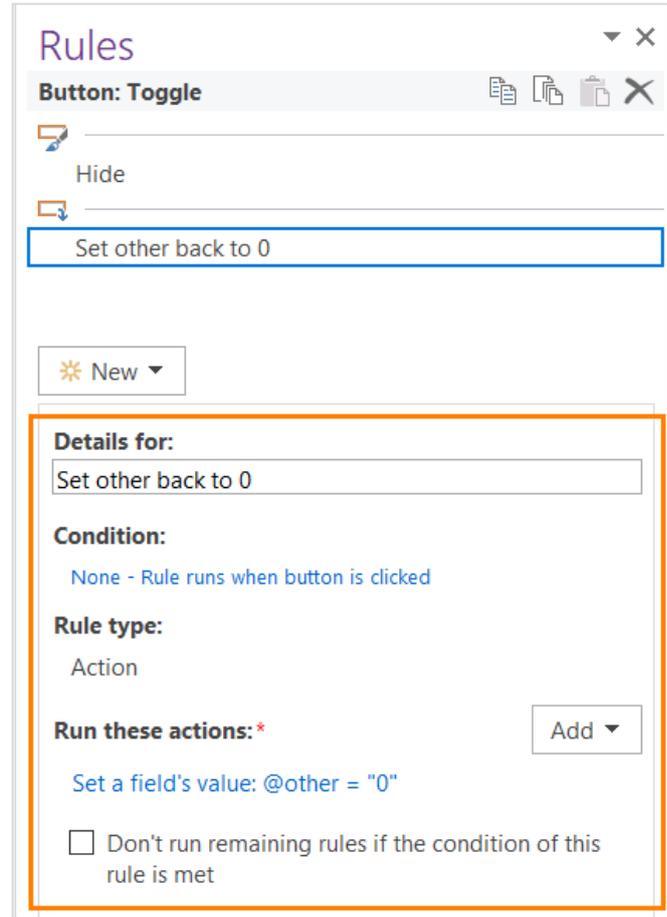
Formatting:*

B I U abc A [Color] [Background Color]

(hidden)

Hide this control

Disable this control



Rules [Close]

Button: Toggle [Copy] [Paste] [Delete] [Close]

Hide

Set other back to 0

[New]

Details for:
Set other back to 0

Condition:
None - Rule runs when button is clicked

Rule type:
Action

Run these actions:* [Add]

Set a field's value: @other = "0"

Don't run remaining rules if the condition of this rule is met

15. Preview your form to test the changes.

MULTIPLE SELECTION LIST BOX

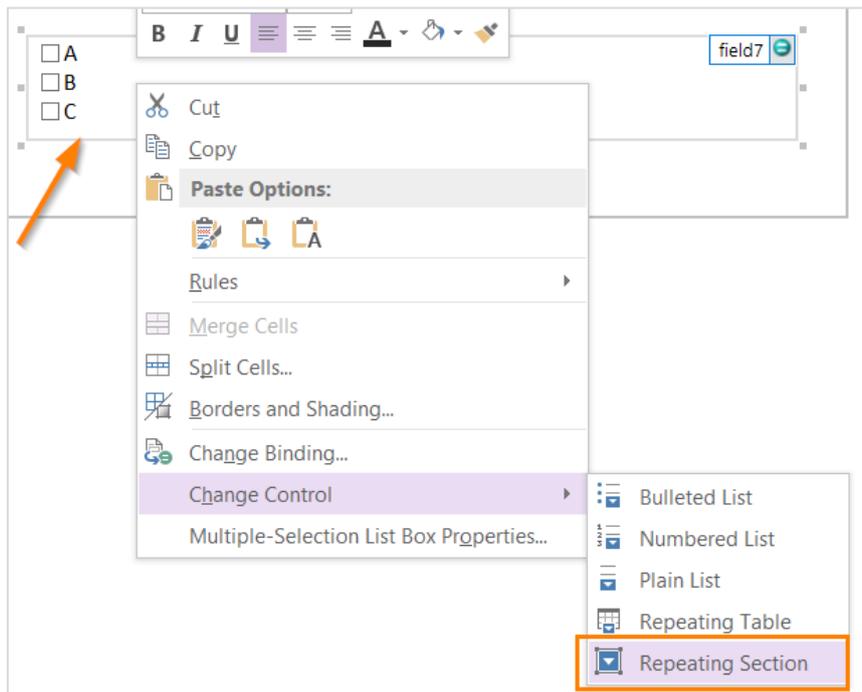
Multiple-Selection List Boxes are not currently supported.

WORKAROUND

Use a dropdown control in a repeating section. Download this [sample](#) or follow the instructions below.

Replace the multiple-selection list box control in your form with a dropdown control in a repeating section.

1. Right-click the multiple-selection list box control in your form.
2. Click Change Control and select Repeating Section.



3. In the Fields task pane, find the repeating field for the control (this should be inside a group) and drag it inside the repeating section.
4. A text box control will be displayed inside the repeating section. Select the text box and click Change Control → Drop-Down List Box.
5. Right-click on the dropdown control and select properties.
6. Select the option to enter choices manually and add the choices in the dropdown, same as the choices in your multiple selection list box.



HYPERLINK CONTROL

FormsViewer does not support hyperlink controls because they are not very useful and there is a simple workaround.

WORKAROUND

Please change to a static hyperlink control using these steps:

1. Right-click the hyperlink control in the view and change to text box.

2. Put your cursor under the text field and from the Designer menu, choose Insert -> Hyperlink (from InfoPath Designer) and change properties to Link to the data source field that you are using for the text box in your form's view.

OPTIONAL SECTIONS

Optional sections are not supported.

WORKAROUND

Please use regular sections with hide-show formatting rules.

Data Sources

REQUIRED FIELDS

Please use the following workaround: create a formatting rule that highlights the field when it is blank and create a formatting rule on your submit button that disables it if the fields are blank (using "or" conditions). You can also use our [Validation XTP](#) that uses the GetErrors command to validate required fields.

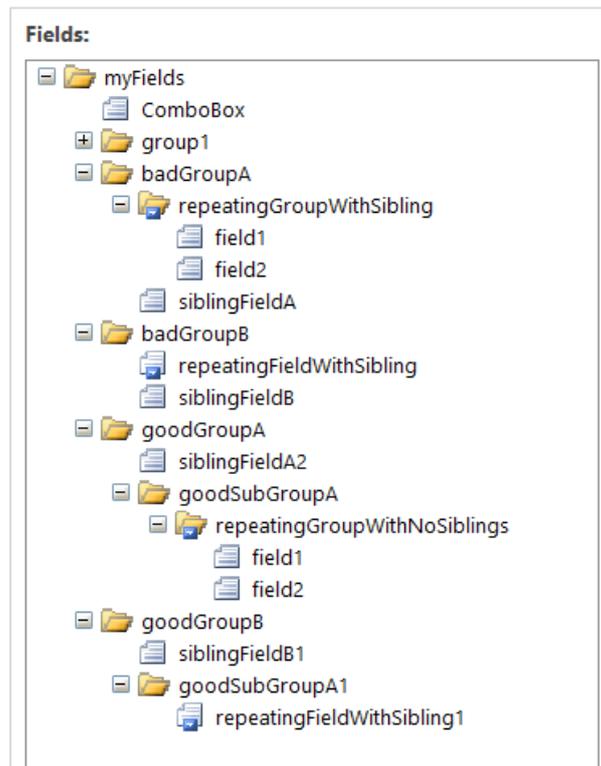
REPEATING SECTIONS WITH SIBLINGS

If the error below appears in the diagnostics for your form:

The form's main data source contains repeating elements with siblings, which can cause data corruption and other issues.

This error means that your form's main data source is not well structured.

If the repeating field or group is the last element in the parent group folder, FormsViewer should support inserting items. However, if it is not the last element (for example, when there are two repeating elements in a group folder), FormsViewer cannot determine where to insert new items. As a workaround to this issue, you will have to arrange the data source structure. See an example of a "bad" and "good" data structure below.



LISTS WITH PERSON DATA

FormsViewer does not support querying usernames from a SharePoint list column.

WORKAROUND

Currently we do not have a workaround.

We hope to add this support in the future.

UDCX PERFORMANCE

Forms with universal data connections may load slowly. We recommend converting your UDCX data connections to regular data connections using our [Revert UDCX converter](#).

SECURE STORE SERVICE

Please use the manage credentials link to configure credentials for external.

Contact Information

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