



### Your Question

**Article: 00061**

#### Question:

How Can I Resolve the Net Report Web Portal HTML Export Error [Error: 03 – Error in InitExport()] and Export to PDF Error [Error: 04 – Error in ExportPage()]?

### Net Report Answer

#### Symptoms

This Article explains the solution to apply when the following two Error Messages appear:

- **HTML Export Error: [Error: 03 – Error in InitExport()]**  
Error code: 0x80020009, an exception occurred. [Error: 03 – Error in InitExport()]: DevMode handle undefined- Please contact the Web Administrator if the error persists.
- **Export to PDF: [Error: 04 – Error in ExportPage()]**  
Error code: 0x80020009, an exception occurred. [Error: 04 – Error in ExportPage()]: Error found in the Project: Error in printing a Project Item: Unable to retrieve device context from the PDF driver. The system cannot perform the requested command.

#### Cause

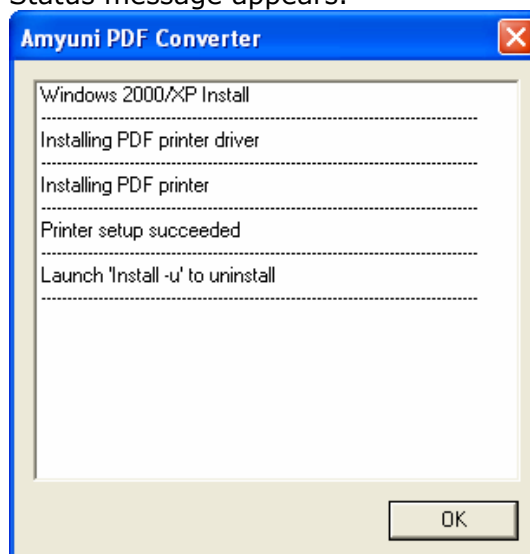
The HTML Export Error [Error: 03 – Error in InitExport()] and Export to PDF Error [Error: 04 – Error in ExportPage()] are caused by a problem with the User/Administrator Rights Access on the DataSet PDF Exp Printer (installed by Net Report Web Portal).

#### Resolution

To resolve these two errors, please follow the steps below:

#### Steps

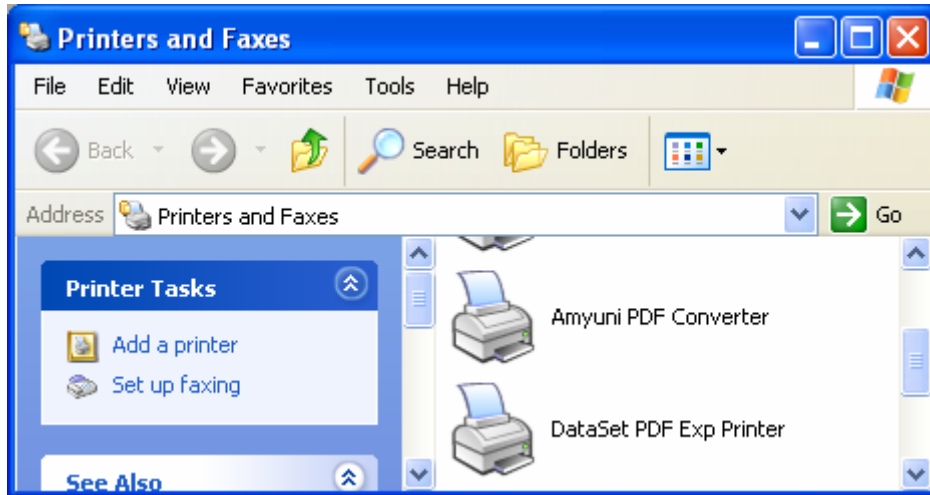
1. Insert the Net Report [Version Number] CD.
2. Select the either an NT or Win9X compatible printer. That is either:  
**redist> amyuni> PDFDriver> NT> Install.exe**  
or  
**redist> amyuni> PDFDriver> Win9X>Install.exe**
3. Double-click the **Install.exe** file to install the **Amyuni PDF Converter** Printer. The **Amyuni PDF Converter** Status message appears.





4. Click **OK**.

5. Select **Start> Printers and Faxes** in the start menu. The **Printers and Faxes** window appears. Note the new **Amyuni PDF Converter** printer installed and the previously installed **DataSet PDF Exp Printer**.



6. Copy the name of the **DataSet PDF Exp Printer** previously installed.

7. Delete the old version of the **DataSet PDF Exp Printer**.

8. Rename the **Amyuni PDF Converter** printer installed from:  
**redist>amyuni>PDFDriver>[NT][Win9X]**

to the following name: **DataSet PDF Exp Printer**

**Status:** The Errors have been successfully resolved!

### Further Information

Please see our Net Report Knowledge Base at:

[http://www.netreport.fr/us/support/sup\\_knowledgebase.asp](http://www.netreport.fr/us/support/sup_knowledgebase.asp)