### 244733 - FontSize

**20/08/2019**

Hi Michael Hughes,

***Q1. When I changed the menu sample with different values it behaved like mine and didn't change size as expected. I'm sure the general themes get in the way****.*

Sorry for your inconvenience, sample changes were not refreshed on that link, kindly refer the below link for the menu sample.

*Menu sample link*: <https://jsplayground.syncfusion.com/lsrontko>

***Q2. When I changed the size of the combobox - I was expecting the actual combobox to change height to contain the text or to shrink to match the fontsize (the width changes with property width but there isn't a corresponding height property, I thought height moved with font size (main reason I'm changing it)***

In Syncfusion, we have maintained a common height for the input controls. so, that we are not provided height property for the Combo Box. If you want to set the height for Combo Box component, please use the cssClass property to specify the class for that component and apply the styles. Please refer the below code block.

|  |
| --- |
| .e-custom-combobox.e-input-group {       height: 50px;  } |

*Combo Box sample link*: <https://jsplayground.syncfusion.com/jrpcy5qr>

Please check the sample and get back to us, if you have any concern on this.

Regards,

Muthukrishnan K

### 244477 - Branched from 243290-"ejSplitter" object, with the transition to the new version "17.2.0.34",

**20/08/2019**

Hi Andrea,

Thanks for your patience.

We have confirmed your reported problem as bug in Splitter component. We will fix and update the further details in Aug 27,2019. Until, you can use the below feedback portal link to track the status of this problem.

<https://www.syncfusion.com/feedback/8304/splitter-expand-collapse-action-not-working-in-ipad>

Regards,

Muthukrishnan K

### 146779 - Two Navigation Drawers on the same page?

**20/08/2019**

Hi Matt Broich,

Yes, it’s possible to have two navigation drawers on the same page with different direction one left and another one right. You can open one drawer and after closed this, you can also open another drawer there are no overlay issue. Please refer the below sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/SyncfusionASPNETApplication1-311355931>

Kindly check the above sample and let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 245360 - Some questions regarding ASP.NET Web Forms

**20/08/2019**

Hi Edward,

**Q1. My question is about the fact that an old (v3.0) bootstrap version was included in the syncfusion template project. I intend to use v3.41 as that is what i have used in the past... i may want to move to v4 in future even.. the point (which you missed) is there any dependency on any particular version of Bootstrap (or jQuery etc too) when using the Syncfusuion controls?**

If you are using our Syncfusion components in your project, you need to refer our components style sheets(ej.web.all.min.css) in your application otherwise don’t need.

To know more details about CDN links for Syncfusion products, please refer the below help document

<https://help.syncfusion.com/js/cdn>

But there is no limitation for bootstrap styles but jQuery needed (from the version 1.7.1) for using our components in your application.

**Q2. can you please advise if i can use any EJ2 controls (and which ones) with an** [**ASP.NET**](http://asp.net/) **Forms app?**

Yes, you can use our EJ2 controls in [ASP.NET](http://asp.net/) WebForms. Kindly refer the below link to add EJ2 controls in the Web forms.

<https://ej2.syncfusion.com/javascript/documentation/getting-started/webforms/#getting-started-with-syncfusion-javascript-es5-ui-control-and-aspnet-web-forms-in-visual-studio-2017>

Regards,

Muthukrishnan K

**253331 - Collapse menu when other is selected (**<https://www.syncfusion.com/support/directtrac/incidents/253331>)

**1/11/2019**

Hi Morten Kristensen,

We have checked your query that treeview doesn’t collapse on 2nd time. This is a known issue in our end. We have fixed this issue in our latest release (17.3.0.21). So, we suggest you update the nuget package(17.3.0.21-beta) and the scripts(17.3.21) to latest version.

|  |
| --- |
| <link href="https://cdn.syncfusion.com/ej2/17.3.21/material.css" rel="stylesheet" />  <script src="https://cdn.syncfusion.com/ej2/17.3.21/dist/ej2.min.js"></script>  <script src="https://cdn.syncfusion.com/ej2/17.3.21/dist/ejs.interop.min.js"></script> |

We have modified the previously shared sample to the latest package version for your convenience kindly check the below link for sample.

**Sample link**: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/SidebarTree-309632396.zip>

Regards,

Muthukrishnan K

### 251555 - Listview checkbox penetrate through scroll over menu.

**1/11/2019**

Hi Seyha Phul,

We have checked your query that checkboxes penetrate through the slider. We have found the root cause for this issue, which is z-index was not set properly for the sidebar. kindly add the below style in your project then issue will be resolved.

|  |
| --- |
| .w3-sidebar.w3-card {  z-index:1000;  } |

We have prepared sample for your convenience check the tileview page for the sample and refer the below link to download the sample

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ListView1112019-429598128.zip>

Regards,

Muthukrishnan K

### 148248 - Two-Way Binging in TreeView

**04/11/2019**

Hi Thomas,

Thanks for contacting Syncfusion support.

We have checked your query that treeview expandednodes always null. The expandednodes property working fine in our end, could you please check the below video?

Video link: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_11-4-2019_12.25.25_PM-879703094.zip>

If still you are facing the same problem, could you please ensure the following things.

1. You can access the TreeView component properties and methods.
2. In application level, you are modifying the expanded node values as null

Regards,

Muthukrishnan K

### 148689 - Id property of FileManagerDirectoryContent

**04/11/2019**

Hi Saravanan,

Yes. We were able to pass the custom parameter in FileManager along with blob details.

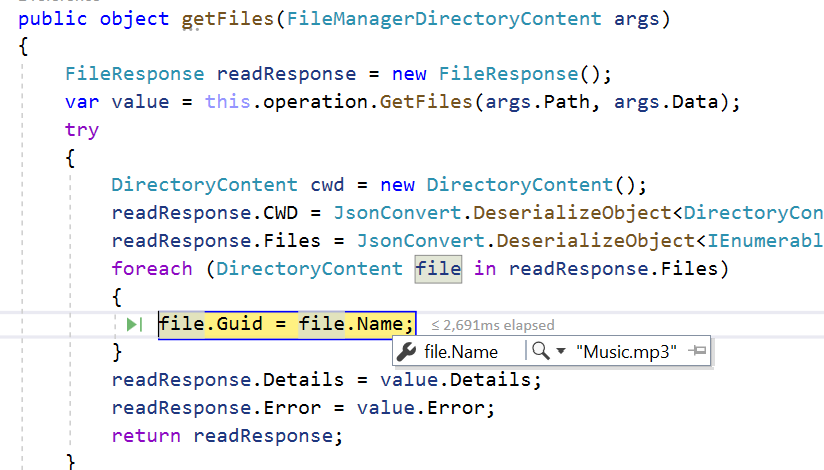
In our Azure storage services, we have processed all the functionalities using ID property.

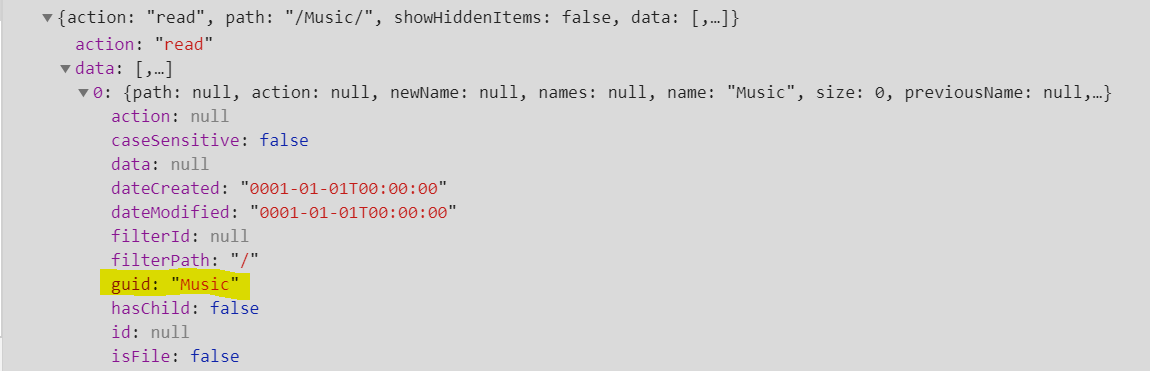
So, we suggest you add the any other parameter name like Guid to add the custom parameter in File Manager. We have prepared sample for your convenience with additional parameter with Guid value as file name. Please find it below.

Refer the below link for the sample,

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Server-side-blazor-filemanager1407632516.zip>

Refer the below image





Could you please check the sample and get back to us, if you require any further assistance on this?

Regards,

Muthukrishnan K

**06/11/2019**

Hi Saravanan,

Thanks for contacting Syncfusion support.

We have checked your reported query regarding File Manager events. We are working on the documentation and we will update these details in document sooner. For your reference, we have attached the event list for File Manager component in below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/filemanager_events-457182828.zip>

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

**253921 - I can't get the range slider to give me a value when it changed**

**05/11/2019**

Hi Barry,

Greetings from Syncfusion support.

We have checked your query that range slider does not trigger the change event when changing the value. When we set the SliderType as Range then we need to pass the value as array type. We have prepared sample with your shared code for your convenience. In this sample we have set two variables for capture the StartRange and EndRange value.

***Refer the below link for the sample,***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/BlazorApp21920654695.zip>

***Refer the screen shot,***



Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

**253820 - Date format in dropdownlist**

**06/11/2019**

Hi Fredrik,

Thanks for contacting syncfusion support.

We have checked your query that Date format in dropdownlist. Yes, it is possible to change format of date in dropdownlist. We have prepared sample for your convenience. In our sample we have bind created event for dropdownlist and then getting the datasource and updated the date using ej.format() method then assigned updated datasource to dropdownlist.

Refer the below link for the sample,

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/SyncfusionASPNETApplication2-1629426120.zip>

Regards,

Muthukrishnan K

### 253914 - Date Picker - Incorrect Validation Error

**06/11/2019**

Hi Andrew,

We have checked your query that DatePicker jquey validation was not working. While analyzing about the issue related to globalization.

We have also attached an application which is globalized with culture ‘en-GB’ and DatePicker also globalized to culture ‘en-GB’ with above code to demonstrate the solution.

**[Global.asax.cs]**

|  |
| --- |
| protected void Application\_BeginRequest(Object sender, EventArgs e)  {  CultureInfo.CurrentCulture = new CultureInfo("en-GB");  CultureInfo newCulture = (CultureInfo)System.Threading.Thread.CurrentThread.CurrentCulture.Clone();  newCulture.DateTimeFormat.ShortDatePattern = "dd-MM-yyyy";  newCulture.DateTimeFormat.DateSeparator = "-";  System.Threading.Thread.CurrentThread.CurrentCulture = newCulture;  } |

Sample link: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/DatePickerValidation707664128.zip>

Regards,

Muthukrishnan K

### 254100 - Sample for Drilldown in a chart HeatMap

**06/11/2019**

Hi Antonio,

We have checked your reported query for drill down examples. For your reference, we have prepared a sample for drill down.

Refer the below link for sample,

<https://stackblitz.com/edit/1t3e4a-gcoddu?file=index.ts>

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

**252050 - ejDropDownList - selecting multiple items**

**07/11/2019**

Hi Petra,

We deeply regret for inconvenience.

The reported issue was able to reproduceable in our end. This is bug in our end. This fix will be included in our Volume 4 release. You can track the status of this issue through the below portal link.

Feedback: <https://www.syncfusion.com/feedback/10011/value-missed-when-selecting-multiple-items-in-dropdownlist>

Jira: <https://syncfusion.atlassian.net/browse/JS-63026>

Regards,

Muthukrishnan K

**31/12/2019**

Hi Petra,

Thanks for your update.

We have fixed your reported problem in your previous reported case (***if I check some items and then uncheck some (and then possibly check and/or uncheck some more items), with "getSelectedValue" method I do not get all selected items*** ) only. Your newly reported case was already known issue in our end. We will fix this issue and update the fix in before (24th Jan 2020). Please be patience until then.

Regards,

Muthukrishnan K

**13/02/2020**

Hi Petra,

Thanks for your update.

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 253225 - ERR\_HTTP2\_PROTOCOL\_ERROR while uploading file in Chrome

**07/11/2019**

Hi Pier Alberto,

We have checked your query that getting error when uploading file in chrome. We have configured our environment to HTTP/2 and then tested with chrome we don’t get any error while uploading files. Kindly check the below video for your reference.

Video link: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_11-7-2019_5.47.42_PM-193012556.zip>

Regards,

Muthukrishnan K

**08/11/2019**

Hi Pier,

We have tested UploadBox control with drag and dropping the files with size of above 10MB. We have done this on several times it’s working fine in our end with HTTP/2. We have recorded video for your clarifications kindly check the below video.

Video link: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_11-8-2019_3.08.02_PM-872194476.zip>

Please let us know, if you have any concern on this.

Regards,

Muthukrishnan K

**254332 - Not Able to set the template background color in ListView and DropDown Multiselect**

**08/11/2019**

Hi Ankit,

Greetings from Syncfusion support.

We have checked your query that ***not able to set template background color in List View***. If you are using template concepts in our ListView component, you need to customize the corresponding custom elements position and styles in your application level, because we were unable to handle the custom elements and position from our components. So, you can resolve your reported problem by specify the display style for your custom elements in ListView component. Please refer the below code block.

|  |  |  |
| --- | --- | --- |
| |  | | --- | | /\* Added custom class for div element \*/  <div class="device-state-color-template" style="background-color:@currentData.Color;">@currentData.Legend</div> |  |  | | --- | | .device-state-color-template {  display: inline-block;  } | |

We have prepared sample for your convenience check the below link for the sample.

***Sample link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/BlazorApp1-2005775529.zip>

Could you please check the sample and get back to us, if you require any further assistance on this?

Regards,

Muthukrishnan K

### 254417 - Expand/collapse nodes and data binding

**08/11/2019**

Hi Chad Church,

Greetings from Syncfusion support,

We have checked your query that ***when select a node only limited data is received in the event args****.* When triggering TreeView control (selected/expanded) events, we have only passed the arguments data which is mapped on the FieldsSettings (like Id, Text, Expanded). Kindly refer the below link for SelectedEventArgs.

<https://ej2.syncfusion.com/documentation/api/treeview/nodeSelectEventArgs/>

If you want to get entire data for the particular node, we have **GetTreeData** method to get the corresponding binded tree node data.

**Refer the below code block,**

|  |
| --- |
| public async void OnNodeSelected(NodeSelectEventArgs args)  {  if (args.IsInteracted)  {  this.treeNodes = await this.tree.GetTreeData(args.NodeData.Id);  }  } |

***GetTreeData method returns below args***

|  |
| --- |
|  |

Please let us know if you have any concern on this.

Regards,

Muthukrishnan K

### 149053 - Bind Chips to List<T>

**13/11/2019**

Hi Michael,

Greetings from Syncfusion support.

Yes, it is possible to bind List<T> to chips collection and able to provide the delete actions in each chip by enabling the property of ***EnableDelete***.

We have prepared sample for your convenience. In that sample, we have added List<T> values to the chip collection by adding the single chip list and then filtered through the loop then assigned corresponding value to the chip list. Refer to the below link for the sample.

***Sample link***: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/BlazorApp1-422972851.zip>

Regards,

Muthukrishnan K

**14/11/2019**

Hi Michael,

In our Chips component, we have provided the built-in option to add a new chip item using ***Add*** method. To know more about the Add method refer the below documentation link.

***API Documentation:*** <https://ej2.syncfusion.com/documentation/api/chips/chipList/#add>

***Refer the below code block***.

|  |
| --- |
| public void ClickButton()  {  chip.Add(new  {  text = "Name" + DateTime.Now.Ticks.ToString(),  enabled = true  });  } |

Regards,

Muthukrishnan K

### 148963 - TreeView search from schedulers drag and drop

**13/11/2019**

Hi Cris,

We have checked your query that TreeView search functionality was not working with local data. But we didn’t face any issues for using this functionality in TreeView. Kindly refer to the below KB documentation link.

***Documentation***: <https://www.syncfusion.com/kb/9927/how-to-filter-the-tree-nodes-in-treeview>

We checked that ***treeDataSource is not defined*** error. We suspect that treeDataSource was not returned properly from the server side. So, could you please ensure it from your end.

If you want to use search functionality in large data, we suggest you make an AJAX call and pass the characters entered in the input to server-side through input events (input, keyup, keydown). You can filter the dataSource based on these characters in server side and assign them back in client side through fields property of TreeView component.

Please refer the below help document to update data source for each search operations data's in TreeView component.

***Documentation:*** <https://www.syncfusion.com/kb/10135/how-to-refresh-the-data-in-ej2-treeview>

Please get back to us if you face any difficulties with this AJAX call approach.

Regards,

Muthukrishnan K

**14/11/2019**

Hi Cris,

Thanks for your patience.

In our Treeview component we have provided filtering support for flat data source only. If you are using hierarchical or remote data source in Tree View component you need to rewrite the logic for filtering support.

You have mentioned drag and drop was not working in TreeView component on your project. If you are using remote data or hierarchical data, you are unable to get the data source using tree view [fields](https://ej2.syncfusion.com/documentation/api/treeview#fields)property, so you need to use [getTreeData](https://ej2.syncfusion.com/documentation/api/treeview#gettreedata) method to get the TreeView data are do the necessary options in scheduler. We have also attached the sample for your reference. Please find it below.

<https://stackblitz.com/edit/64wrcw?file=index.js>

We have prepared the sample for filtering support in TreeView component using Remote dataSource(“flat data”). Could you please check the sample and video?

***Sample link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication11145692483.zip>

***Video link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/254674_-_ScreenCapture_11-14-2019_7.12.31_PM59782391.zip>

Please let us know, if you require any further assistance on this.

Regards,

Muthukrishnan K

### 254918 - Dynamically Select Item in Multiselect and ListView

**13/11/2019**

Hi Ankit,

Greetings from Syncfusion support.

If you want to check the list item in List View component, you can use the CheckItem method to achieve it. Could you please ensure whether you have proper pass the list item object in CheckItem method or not?

|  |
| --- |
| refDeviceStates.CheckItem(new DeviceStatesColor() {Legend = "Disconnected", Qsysid = "Red"}); |

Regards,

Muthukrishnan K

**14/11/2019**

Hi Ankit,

We have provided ***IsChecked*** attribute for fields property in the ListView component. You can this attribute to check the corresponding list item in the ListView component.

***Refer the below code:***

|  |
| --- |
| <**ListViewFieldSettings** **Id**="Qsyid" **Text**="Legend" **IsChecked**="IsChecked"></**ListViewFieldSettings**> |

|  |
| --- |
| public class DeviceStatesColor  {  public string Qsyid { get; set; }  public string Legend { get; set; }  public bool IsChecked { get; set; }  } |

|  |
| --- |
| ListData.Add(new DeviceStatesColor  {  Legend = "Disconnected",  Qsysid = "Red",  IsChecked = true  }); |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 254977 - Treeview nodes are empty

**14/11/2019**

Hi Tamas,

Greetings from Syncfusion support.

We have checked your query that tree nodes are empty. We didn’t face any issues in your mentioned version (17.3.0.26) with .NET Core 3.1 preview-2. We have prepared sample with TreeView template for your convenience. Kindly refer to the below link for sample. Also, we have recorded the video for your reference.

***Sample link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/BlazorApp12082698738.zip>

***Video link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/254977-ScreenCapture_11-14-2019_11.28.52_AM-1861978499.zip>

Please let us know if have any concerns.

Regards,

Muthukrishnan K

### 254674 - Feedback : How about for remote data?

**14/11/2019**

Hi Cris,

Thanks for your patience.

In our Treeview component we have provided filtering support for flat data source only. If you are using hierarchical or remote data source in Tree View component you need to rewrite the logic for filtering support.

You have mentioned drag and drop was not working in TreeView component on your project. If you are using remote data or hierarchical data, you are unable to get the data source using tree view [fields](https://ej2.syncfusion.com/documentation/api/treeview#fields)property, so you need to use [getTreeData](https://ej2.syncfusion.com/documentation/api/treeview#gettreedata) method to get the TreeView data are do the necessary options in scheduler. We have also attached the sample for your reference. Please find it below.

<https://stackblitz.com/edit/64wrcw?file=index.js>

We have prepared the sample for filtering support in TreeView component using Remote dataSource(“flat data”). Could you please check the sample and video?

***Sample link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication11145692483.zip>

***Video link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/254674_-_ScreenCapture_11-14-2019_7.12.31_PM59782391.zip>

If still you are facing the any problem, please let us know your convenient time for web meeting.

Regards,

Muthukrishnan K

### 255214 - How to load the photo inside a chip of a user by code

**15/11/2019**

Hi David,

Greetings from Syncfusion support.

In our Chips component, we have [LeadingIconCss](https://ej2.syncfusion.com/documentation/api/chips/chip/#leadingiconcss) property to load the image in the chips. We have prepared sample for your convenience. Refer to the below link for the sample.

***Sample link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ChipImages-1468684708.zip>

***Note:*** In that sample we have stored images inside the ***wwwroot/images*** path.

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 149108 - Checkbox event for TreeView?

**15/11/2019**

Hi Brian,

Thanks for contacting Syncfusion support.

In our TreeView component we have an event [NodeChecked](https://ej2.syncfusion.com/documentation/api/treeview#nodechecked) to identify the node checked/unchecked successfully. Using this event, you can identify the corresponding node checked/unchecked in TreeView component. We have prepared sample for your convenience. Refer to the below link for the sample.

***Sample link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeViewCheckbox-1525604426.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 252763 - Sizes of controls are not relative to the font-size – from 251966

**15/11/2019**

Hi Team,

Please find the below response.

|  |  |
| --- | --- |
| Tooltip | Support Unavailable |

We have logged task for this <https://syncfusion.atlassian.net/browse/EJ2-33280>

It will be included in any one of our upcoming release.

Regards,

Muthukrishnan K

### 255128 - Expand a specifique node in Treeview

**15/11/2019**

Hi Emmanuel,

Greetings from Syncfusion support.

Yes, it’s possible. For this scenario, we need to filter the search results node parentId with TreeView datasource id, then we can get the child nodes and update the corresponding node data to updated datasource. Also, we have prepared sample for your convenience. Kindly refer to the below link for the sample.

***Sample link:*** <https://stackblitz.com/edit/4s6ddu-ka59rd?file=index.js>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**20/11/2019**

Hi Emmanuel,

Greetings from Syncfusion support.

You can add a custom class for the node which is matching with search results. For this scenario, we need to store the search results in an array then bind the [drawNode](https://ej2.syncfusion.com/documentation/api/treeview/#drawnode) event for TreeView component. You will get the [nodeData](https://ej2.syncfusion.com/documentation/api/treeview/drawNodeEventArgs/#nodedata) in the drawNode event args then map with results if the result match with the node then add the custom class for the node element. We have prepared sample for your convenience. Kindly refer to the below link for the sample.

***Sample link:*** <https://stackblitz.com/edit/4s6ddu-nqywdd?file=index.js>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**255114 - remote databinding vue treeview**

**15/11/2019**

Hi Tom,

Greetings from Syncfusion support.

In our TreeView component you can use “n” number of depth levels. We have prepared Vue TreeView sample with remote data for your convenience. Kindly refer to the below link for the sample.

***Sample link:*** <https://codesandbox.io/s/vue-template-2teoc>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**25/11/2019**

Hi Tom,

For your scenario, when triggers the [nodeCollapsed](https://ej2.syncfusion.com/documentation/api/treeview#nodecollapsed) event in TreeView component you can remove the nodes by using [removeNodes](https://ej2.syncfusion.com/documentation/api/treeview#removenodes) method in the TreeView component. It will remove the data from TreeView datasource and DOM. We have prepared sample for your convenience. kindly refer to the below link for the sample.

***RemoveNodes sample link:*** <https://codesandbox.io/s/vue-template-3yym5>

***Note:*** If you want to load same data again in TreeView component. Refer to the below link for the sample.

***AddNodes sample link:*** <https://codesandbox.io/s/vue-template-15eo7>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**255388 - Trying to see demo of Custom Thumbnails**

**18/11/2019**

Hi Brendan,

Greetings from Syncfusion support.

File Manager's upload functionality is restricted in the online demo. If you need to test upload functionality, please install [Syncfusion Essential Studio](https://www.syncfusion.com/downloads) on your machine and run the demo.

We have prepared sample for your convenience, kindly refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/BlazorApp11097193386.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**18/11/2019**

Hi Brendan,

Thanks for contacting Syncfusion support.

In our provided sample, we have shared the hosted project, it contains the both server side and client-side projects in a single project (but different folders). Our File Manager component, we were unable to run the file operations functionality without using file operations code blocks (may be online link or hosted link). So, we have used the corresponding file operations in server folder and client side (component rendering code blocks) operations written in client’s folders. Or else if you want to use the client side application alone to deploy the File Manager component, you need to host the file operations services as a separate project and copy that services host link and replace in a client side application file manager URL.(As like this [demo](https://ej2.syncfusion.com/demos/#/material/file-manager/overview))

***Video link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_11-18-2019_6.54.51_PM862783394.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 149152 - ListView not updating when I add items to my DataSource

**18/11/2019**

Hi Brian,

Thanks for contacting Syncfusion support.

In our ListView component we have provided the [AddItem](https://ej2.syncfusion.com/documentation/api/list-view/#additem) method for adding new items. So, you can use this method to achieve your requirement. We have prepared sample for your convenience. Please refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ListviewAdd-1589099198.zip>

Please let us know if you any concerns.

Regards,

Muthukrishnan K

**19/11/2019**

Hi Brian,

You can refer to the following code block to pass the corresponding parameters for removing the list items in [RemoveItem](https://ej2.syncfusion.com/documentation/api/list-view/?_ga=2.101676545.1450069542.1574050625-1653530368.1551075870" \l "removeitem" \t "_blank" \o "https://ej2.syncfusion.com/documentation/api/list-view/?_ga=2.101676545.1450069542.1574050625-1653530368.1551075870#removeitem) method of ListView component.

***Refer to the below code block:***

|  |
| --- |
| <**EjsButton** **OnClick**="@Remove"> Remove Item</**EjsButton**> |

|  |
| --- |
| public void Remove()  {  CheckoutItem data = new CheckoutItem {  Id = 20,  Name = "name1",  Quantity = 0  };  list.RemoveItem(data);  } |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 255356 - TreeView as main navigation

**18/11/2019**

Hi Richard,

Greetings from Syncfusion support.

We have checked your query, and you can add TreeView component in blazor main layout page. We have provided [NavigateUrl](https://ej2.syncfusion.com/documentation/api/treeview/fieldsSettingsModel/#navigateurl) attribute for fields property of TreeView component. You can use this attribute to navigate the page. We have prepared sample for your convenience. Kindly refer to the below link for the sample.

***Sample link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeViewMainLayout721815023.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**19/11/2019**

Hi Richard,

We have made changes in your mentioned Sidebar sample. In this sample, we have set the main content as the target of Sidebar. If we are not setting target of sidebar it will take body as a target. Kindly refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeViewMainResponsive944938750.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 255386 - Issues when navigating to components

**18/11/2019**

Hi Guglielmo,

Greetings from Syncfusion support.

We have checked your reported problem in Sidebar component, but we unable to reproduce the issues at our end. We have prepared sample for your convenience. Please refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/SidebarMailLayout-283520646.zip>

If the issue persists kindly share the code block and the screenshots to proceed further on the issue.

Regards,

Muthukrishnan K

### 255371 - treeview not show datas

**18/11/2019**

Hi Riccardo,

Greetings from Syncfusion support.

Currently, we have provided support for our Blazor components with Asp .Net Core 3.1 preview 2 only. Also, we are currently working on this and will migrate our Blazor components with Asp .Net Core 3.1 preview 3 in our next release which will be available on November 20, 2019. Please be patience until then.

Regards,

Muthukrishnan K

**22/11/2019**

Hi Riccardo,

Good day to you.

We have checked your shared project and found that you have used **int data type** for **ParentId**. If you are not specifying the value of **ParentId** in data source, it takes **ParentId** as **0**, but our TreeView component will not accept the **ParentId** value **0**, so our component will not be rendered properly in your application. To fix this scenario, you need to use **nullable int** for **ParentId** attribute. Just do the below changes in your sample.

***Refer to the below code block:***

|  |
| --- |
| public int? Pid { get; set; } |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 255145 - Need help on AutoComplete, Select, Get Value and Redirect to Page

**19/11/2019 - Meeting**

Hi Khairul,

Thanks for joining the meeting.

Please find the discussed items in meeting.

***Query: Page Redirection not working when selecting value in AutoComplete***

On further analysis of your application in meeting, selecting items in AutoComplete component ajax calling was not working as expected. After removing the [Authorize] from your code block, your reported problem resolved. And you have asked to redirect the page inside the home, then we have provided some custom code achieve your requirement.

Please let us know, if you need any further assistance on this or else you can close this ticket.

Regards,

Muthukrishnan K

### 149160 - Date Range Picker StartDay + Ranges

**19/11/2019**

Hi Peter,

We have tested our shared sample, Last week and Last month button was added correctly we didn’t face any issues. We have recorded video for your reference. Refer to the below link for the video.

***Video link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_11-19-2019_2.59.18_PM-439832855.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 255395 - Constraint valid date without leaving field

**19/11/2019**

Hi Irvin,

You can achieve this requirement, you need to bind the [focusOut](https://help.syncfusion.com/api/js/ejdatepicker#events:focusout) event for DatePicker component then validate the date is valid or not. If the value was not valid then focus the input element and add the custom class for DatePicker wrapper. We have prepared a sample for your convenience. Kindly refer to the below link for the sample.

***Sample link:*** <http://jsplayground.syncfusion.com/oju0a5br>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 255330 - ejAccordian not working when page get refreshed

**19/11/2019**

Hi Greg,

We have checked with your shared code block, we didn’t face any issues in accordion component. We have prepared sample with your code kindly refer to the below link for sample.

***Sample link:*** <https://gist.run/?id=8304b79415a987dddcecccb81f728324>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 149222 - TreeView and dataManager

**20/11/2019**

Hi Acm,

Thanks for contacting Syncfusion support.

In our TreeView component we have an event [NodeChecked](https://ej2.syncfusion.com/documentation/api/treeview#nodechecked) to identify the node checked/unchecked successfully. Using this event, you can identify the corresponding node checked/unchecked in TreeView component. If comp 1.1 node selected, then we need a key or id to map with child items then only we can hide or show the node items. In TreeView datasource we have added ConncetId attribute to identify the child items. After mapped with the result child items store the result in array. We have provided [disableNodes](https://ej2.syncfusion.com/documentation/api/treeview/#disablenodes) and [enableNodes](https://ej2.syncfusion.com/documentation/api/treeview/#enablenodes) method to disable the node and also enable the node in TreeView. After disable the nodes you can add the custom style for the element to hide from the component. We have prepared sample same as your mentioned structure for your convenience. Kindly refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeViewDatamanager527469619.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**255939 - Tree View - On touch**

**22/11/2019**

Hi Richard,

Greetings from Syncfusion support.

We were able to reproduce your reported **navigateUrl** attribute problem in mobile device. We have considered this as a bug in our end. We will fix and include the solution on our upcoming volume 4 release. you can track the status of this issue using below feedback portal.

***Feedback link:*** <https://www.syncfusion.com/feedback/10336/navigateurl-property-not-working-on-touch-device>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**19/12/2019**

Hi Richard,

We are glad to announce that our Essential Studio 2019 Volume 4 release **v17.4.0.39** is rolled out and it is available for download under the following link.

<https://www.syncfusion.com/forums/150001/essential-studio-2019-volume-4-release-v17-4-0-39-is-available-for-download>

As mentioned in our previous update, we have implemented and included the fix for the **“*NavigateUrl property not working on mobile device*”** with this release (v17.4.0.39).

Also, please check out the below links for more details regarding this newly included event.

We thank you for your support and appreciate your patience in waiting for this release. Please get in touch with us if you would require any further assistance.

Regards,

Muthukrishnan K

### 256173 - Treeview contextmenu

**25/11/2019**

Hi Fernando,

Greetings from Syncfusion support.

For this scenario, you need to pass the items as list of MenuItem to resolve this issue. Please refer to the below ContextMenu documentation link.

***Documentation :*** <https://ej2.syncfusion.com/blazor/documentation/context-menu/how-to/add-or-remove-context-menu-items/>

***Refer the below code block:***

|  |
| --- |
| void Open(BeforeOpenCloseMenuEventArgs args)  {  menu.InsertAfter( new List<MenuItem> { new MenuItem { Text = "Search" } }, "Add");  } |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 254374 - TreeView Search

**08/11/2019**

Hi Neville,

Greetings from Syncfusion support.

Currently we are not providing  filtering support in TreeView component, but it’s possible to search TreeView node using common C# filtering concept. So, we need some time for preparing the sample for this logic. We will prepare and update to you on 13th November, 2019.

Regards,

Muthukrishnan K

**13/11/2019**

Hi Neville,

Thanks for your patience.

We have prepared sample with filtering support in TreeView, kindly check the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeviewFilter-496998524.zip>

In that sample, we have added Syncfusion TextBox to get the search value using input event of Textbox. Based on that value, we have filtered the tree view data source and bind the filtered result tree nodes to TreeView component.

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**14/11/2019**

Hi Neville,

In our shared sample, we have used .NET Core 3.1 preview-2 with latest nuget version (17.3.0.27). We didn’t face any issues in that sample. We suspect that you haven’t updated the .NET Core to latest version. Kindly update to our latest version. Also, we have attached the video for your reference.

***Video link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/254374-ScreenCapture_11-14-2019_11.51.35_AM-1727998066.zip>

Let us know if you have any concerns.

Regards,

Muthukrishnan K

**15/11/2019**

Hi Neville,

For this scenario, you can use [SelectedNodes](https://ej2.syncfusion.com/documentation/api/treeview/#selectednodes) property to select the node in the TreeView component based on next or previous button click actions. Based on that button click actions, you can get the corresponding previous or next tree node id and set into SelectedNodes property. Please refer the below code block.

|  |
| --- |
| <**EjsTreeView** **TValue**="MailItem" **SelectedNodes**="@selected"> |

|  |
| --- |
| public string[] selected { get; set; } |

|  |
| --- |
| //Button click method  public void nextClick()  {  this.selected = new string[] {"2"};  } |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**18/11/2019**

Hi Neville,

Based on your provided information’s and history of your reported problems in TreeView component we were not able to understand your real time scenario. We are ready to assist and fulfill your requirement in lively. So please let us know your convenient time for web meeting. We will make every effort to have this meeting scheduled on a date and time of your convenience.

 Please let us know, if you have any concern on this.

Regards,

Muthukrishnan K

**25/11/2019**

Hi Neville,

Thanks for the update.

We were not able to prepare a sample with your shared code. So, kindly share the sample app with local data source in runnable state.

Also, for the web session, we use citric GoToMeeting app, where we can share the screen to check the issue in your machine. For this we no need of web-cam, just headphone is enough. Kindly check the below link for more details.

<https://www.gotomeeting.com/en-in>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**28/11/2019**

Hi Neville,

Thanks for the update.

We have checked with your shared sample. we need some time to analyze more regarding this scenario at our end, we will update you further details on this within three business days (3rd December 19).

Please be patience until then.

Regards,

Muthukrishnan K

**4/12/2019**

Hi Neville,

Thanks for the details.

***Query-1: Once the client has the list of all available matches it no longer has to retrieve this information each time the 'next' or 'previous' buttons are pressed.***

We have restricted the request send to the server, upon clicking the previous and next buttons by using the following condition.

|  |
| --- |
| private bool isPreviousOrNext = false;  private void OnNext()      {          isPreviousOrNext = true;          searchIndex++;          OnSearch();          isPreviousOrNext = false;      }  private async Task OnSearch()      {            if (isPreviousOrNext == false)          {              matchingItems = await Http.GetJsonAsync<List<List<string>>>($"api/Search/{searchText}");          } |

***Query-2: When navigating to a match, I would like the tree to continue with all tree nodes it has already loaded at that point and only load additional nodes if necessary, but never remove any tree nodes / non matching paths***

We have achieved this by filtering the matching tree node without removing the non-matching paths and selected the last matching paths using the following code snippet.

|  |
| --- |
| if (currentSearchPathIndex == currentSearchPath.Count)              {                  selected = new[] { treeNode.ItemGuid.ToString() };                  tree.SelectedNodes = selected;                  tree.EnsureVisible(treeNode.ItemGuid.ToString());                  StateHasChanged();              } |

***Query-3: I do not wish to use any form of 'Task.Delay' calls as past experience has shown me that these can be problematic. So, instead of the 'thread' should be picked up after an event indicates that the new child tree nodes have been loaded.***

For this requirement, we have utilized the “***DataSourceChanged***” event. Since we have added the child data using the ***AddNodes*** method in the NodeExpanding event, the ***DataSourceChanged*** event will be triggered once the child nodes have been loaded.  Then you can iterate the child nodes in this event as per the following code snippet.

|  |
| --- |
| async void DataSourceChanged(DataSourceChangedEventArgs<ItemViewModel> args)      {          if (filter)          {              var mydata = await tree.GetTreeData();              var childTreeNode = (mydata.FirstOrDefault(d =>              (d.ItemGuid == new Guid(currentSearchItemId))));              if (currentSearchPathIndex == currentSearchPath.Count)              {                  selected = new[] { childTreeNode.ItemGuid.ToString() };                  tree.SelectedNodes = selected;                  tree.EnsureVisible(childTreeNode.ItemGuid.ToString());                  StateHasChanged();                  FilteredArr.Clear();                  filter = false;              }              else              {                  await NavigateToChildTreeNode(childTreeNode);              }          }      } |

**Sample**: <https://www.syncfusion.com/downloads/support/directtrac/254374/ze/TreeViewSearch1691176800>

**Output**: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/output-329312389>

Kindly check the above sample and let us know if you have any concerns on this.

Regards,

Muthukrishnan K

### 253041 - Grid Scroll Issue

**25/11/2019**

Hi Team,

We were unable to resolve this case in our end. Since, this issue only happened in mobile devices with touch scroll option. We have tried all the possible cases but unable to resolve it.

Regards,

Muthukrishnan K

### 149302 - Sidebar 'Auto' functionality

**25/11/2019**

Hi Grant,

Thanks for the update.

In our Sidebar component, when suddenly mode changes from desktop to mobile then it requires the page refresh. For your scenario, you can achieve this by adding resize event for the window. When window resize automatically event triggers then check the condition you can change the type for Sidebar component.

***Refer the below code block:***

|  |
| --- |
| window.addEventListener("resize", function() {     var instance = document.getElementById('default-sidebar').ej2\_instances[0];     instance.type = (window.matchMedia('(max-width: 600px)').matches) ? "Over" : "Auto"  }); |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 256018 - Preselect Listbox checkbox item

**25/11/2019**

Hi Blessy.

We have validated your reported problem in our end. we have confirmed this is bug in our end. we will fix on volume 4 SP1 release.

Feedabck: <https://www.syncfusion.com/feedback/10421/unable-to-select-items-by-using-value-property>

Jira: <https://syncfusion.atlassian.net/browse/JS-63089>

Regards,

Muthukrishnan K

### 256030 - Setting index for Combo

**25/11/2019**

Hi Michael,

We have validated your reported problem in our end. we have confirmed this is bug in our end. we will fix it and update you on December 2nd week. Please be patience until then.

***Feedback:*** <https://www.syncfusion.com/feedback/10414/index-property-not-working-on-initial-rendering>

***Jira:*** <https://syncfusion.atlassian.net/browse/JS-63087>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**06/12/2019**

Hi Michael,

We have checked with your query. we need some time to analyze more regarding this scenario at our end, we will update you further details on this within three business days (11th December 19).

Please let us know if you have any concerns.

Regards,

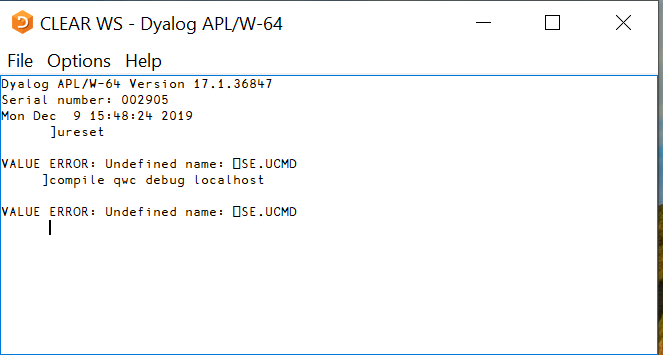
Muthukrishnan K

**09/12/2019**

Hi Michael,

We have installed Dyalog and CSHTML5 as you mentioned version. And added user commands in APL Dyalog. We are facing the below issue. can you help me to run the application?

**Refer the screenshot:**



Please let us know if you have any concerns.

Regards,

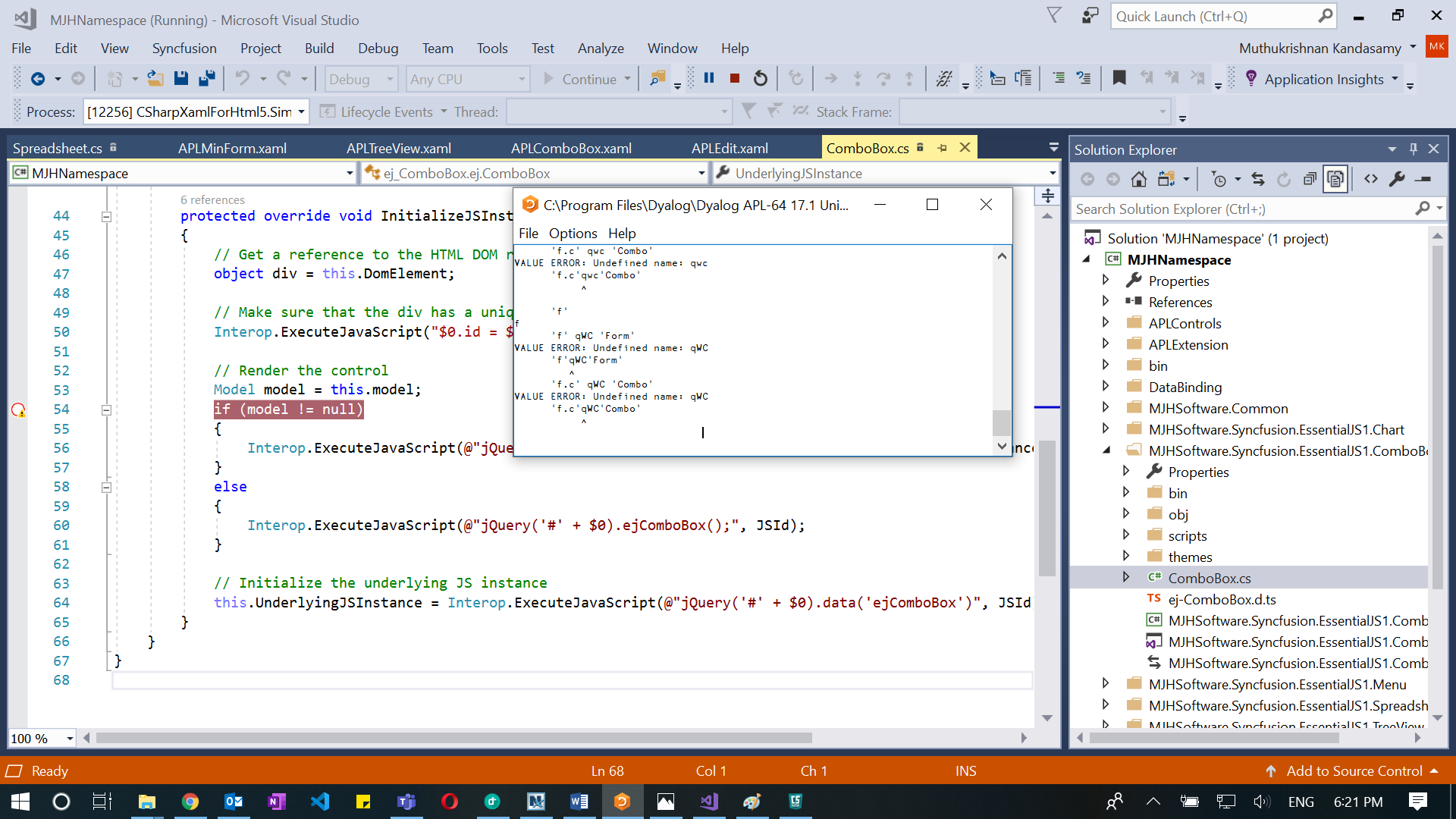
Muthukrishnan K

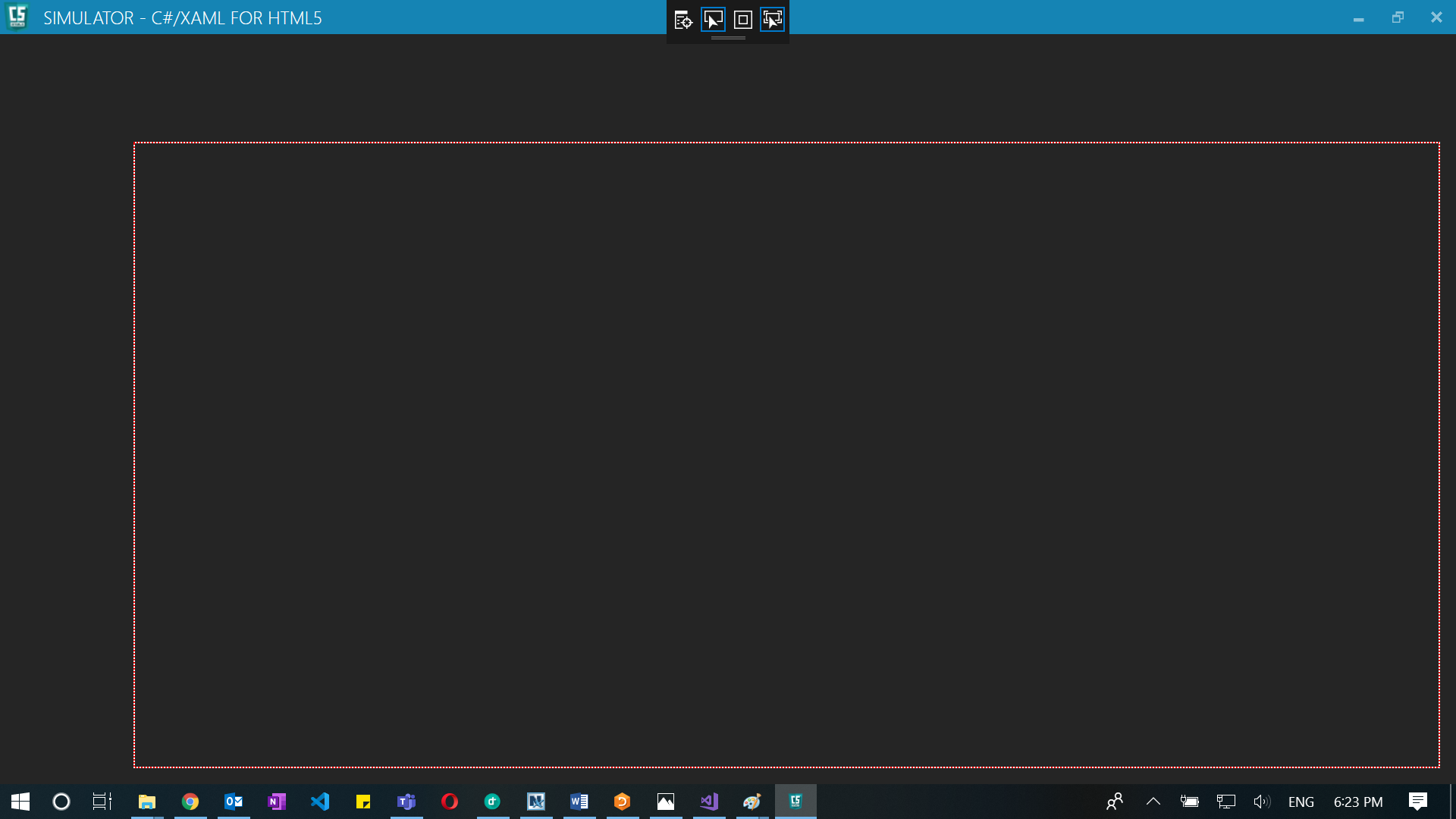
**10/12/2019**

Hi Michael,

We have runned your project as per your guidelines, but we were unable to view the output which is Syncfusion Combobox.

Please let us know your convenient time for web meeting. Currently we are struck in here refer the below screenshot.





Regards,

Muthukrishnan K

**11/12/2019**

Hi Michael,

Thanks for joining the meeting.

Please find the discussed items in meeting.

***Query: Index property not working when using setModel***

To replicate issue in combobox control, we have tried to install some application on my system unfortunately in our organization has blocked some unauthorized software due to this we were unable to do it. After we are proceeding with your project and asked steps to run the application and we tried to fix your reported problem, but we didn’t done.

Issue was not resolved.

Regards,

Muthukrishnan K

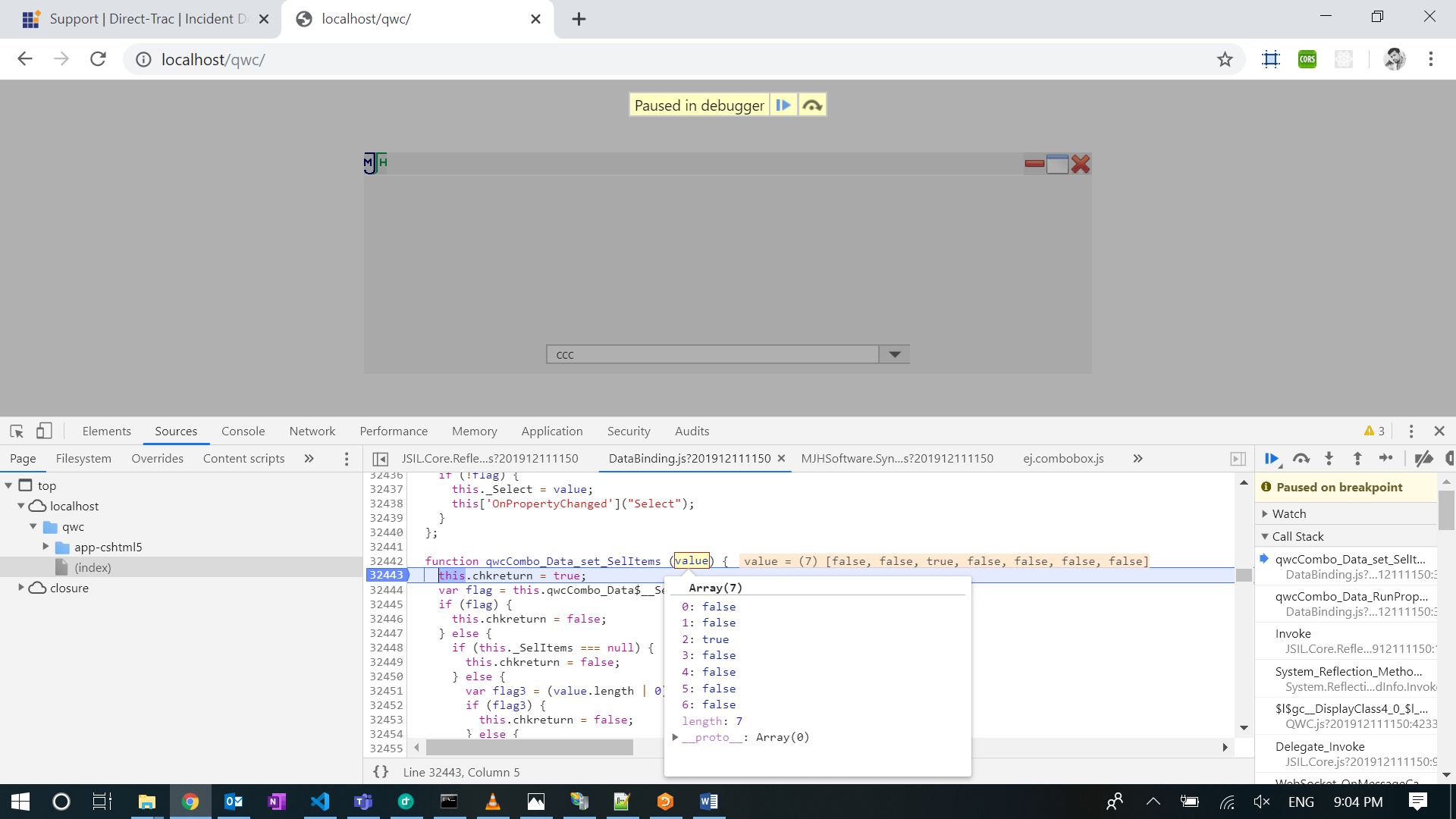
**12/12/2019**

Hi Michael,

Thanks for the update.

We were able to run your project using your shared output files. While we are checking your reported problem in our end, we have found that binary input which is **'f.c' qWS 'SelItems' 0 1 0 0** not passed properly to component is this a problem or this is a default behavior can you confirm on this. We need some time to analyze more regarding this problem we will update you further details on (13th Dec 2019).

**Refer the below screenshot:**



Please let us know if you have any concerns.

Regards,

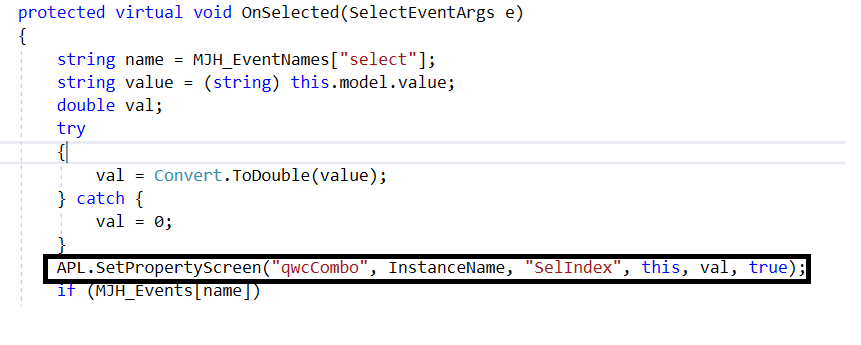
Muthukrishnan K

**13/12/2019**

Hi Michael,

On further analysis of your reported problem which is setModel was not working, we have found that in your application you have binded select event for Combobox control. In this event you have get the value of selected element and again processed to select the items in combobox.

**Refer the below screenshot:**



Kindly ensure it from your end or please let us know your available time for web meeting.

Refer to the below link for know more about ComboBox select event.

<https://help.syncfusion.com/api/js/ejcombobox#events:select>

Please let us know your concerns.

Regards,

Muthukrishnan K

### 256315 - Issue on Rotator controller

**25/11/2019**

Hi Alexandre,

We have checked your reported problem in our end. In our Rotator control, when enable the [circularMode](https://help.syncfusion.com/api/js/ejrotator#members:circularmode) we make a clone of DOM element. For your scenario, you have added splitter control inside the rotator. So, if same id exists for the component then component doesn’t render properly. To resolve your issue kindly disable the circularMode.

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 254977 - Treeview nodes are empty

**22/11/2019**

Hi Tamas,

We regret for inconvenience.

Currently we are validating your reported problem in TreeView component at our end. We will update the further details within two business days (26th November 2019).

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

**26/11/2019**

Hi Tamas,

Thanks for being patience.

We have checked with your query and were able to reproduce the reported issue at our end. As, we need some time to analyze more regarding this issue at our end, we will update you further details on this within two days (28th November 19).

We appreciate your patience until then.

Regards,

Muthukrishnan K

**27/11/2019**

Hi Tamas,

Thanks for being patience.

We have validated your reported “***TreeView not rendering properly while using observable collection in OnAfterRender method***” problem and confirmed this as a defect in our end. we will fix this issue and it will be included in Mid of December month weekly release. We appreciate your patience until then.

You can track the status from the below feedback portal link.

<https://www.syncfusion.com/feedback/10457/treeview-not-rendering-properly-while-using-observable-collection-in-onafterrender>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**18/12/2019**

Hi Tamas,

We are glad to announce that our Essential Studio 2019 Volume 4 release **v17.4.0.39** is rolled out and it is available for download under the following link.

<https://www.syncfusion.com/forums/150001/essential-studio-2019-volume-4-release-v17-4-0-39-is-available-for-download>

As mentioned in our previous update, we have implemented and included the fix for the **“Treeview not rendered in observable collection”** with this release (v17.4.0.39). We have prepared a sample for your reference.

**Sample link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ObservableTree770810477.zip>

Also, please check out the below links for more details regarding this newly included event.

**Release Notes**: <https://ej2.syncfusion.com/blazor/documentation/release-notes/index/#treeview>

We thank you for your support and appreciate your patience in waiting for this release. Please get in touch with us if you would require any further assistance.

Regards,

Muthukrishnan K

### 149407 - Dimensions and animation?

**26/11/2019**

Hi Yordan,

Thanks for contacting Syncfusion support.

Yes, if you set width for TreeView component then it will not be changed. You can use HtmlAttributes property to set the width for Treeview. To turn off the TreeView node expand/collapse animation settings we have property [TreeViewNodeAnimationSettings](https://ej2.syncfusion.com/documentation/api/treeview/nodeAnimationSettings/). We have prepared sample for your convenience. kindly refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeAnimation-1515625709.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**27/11/2019**

Hi Yordan,

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 255289 - Server side events of ComboBox

**26/11/2019**

Hi team,

Find below the documentation link for events in EJ1 ejComboBox.

<https://help.syncfusion.com/api/js/ejcombobox#events>

Regards,

Muthukrishnan K

### 149397 - TreeviewComponent scroll enable and drag'n'drop behavior

**27/11/2019**

Hi Thierry,

When you are going with custom template in TreeView component you need to add custom styles for those elements. For your scenario, add custom class for TreeView component then add style like below to resolve your hover issue. We have prepared TreeView sample with multiline card template refer to the below link for the sample.

***Sample link:*** <https://stackblitz.com/edit/react-uixcum-x1w8vq>

***Refer below code block:***

|  |
| --- |
| .custom .e-list-item .e-fullrow {      height: 104px;  } |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 256261 - Modal Dialog with TreeView throws AggregateException

**27/11/2019**

Hi Tamas,

Good day to you.

We have checked with your shared code. In that sample you have used local observable data for parent item and used remote data collection for child item. So, that data was not fetched correctly. To resolve this issue, use the same type of data source for the TreeView component. Before TreeView component rendering we have checked the datasource type based on the datasource we have rendered the TreeView. As you have mentioned to add tree node items in OnAfterRender method same as we have did in below sample. Kindly refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/Modeldialog-106354269.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 149443 - Select first item in Agular's Listview by default

**27/11/2019**

Hi Alireza,

Thanks for contacting Syncfusion support.

In our ListView component, we have provided [selectItem](https://ej2.syncfusion.com/angular/documentation/api/list-view/#selectitem) method to select the list items. For your scenario, use [actionComplete](https://ej2.syncfusion.com/angular/documentation/api/list-view/#actioncomplete) event to achieve this requirement. We have prepared sample for your convenience. Refer to the below link for the sample.

***Sample link:*** <https://stackblitz.com/edit/angular-qihvnb>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 256547 - calendar want a previous button like today button in footer section.

**28/11/2019**

Hi Gopal,

Yes, you can add a custom button “**Previous**” to the footer of DatePicker through open event of DatePicker.  Refer to the following code

**Sample link:** <https://jsplayground.syncfusion.com/iavp3sjk>

Regards,

Muthukrishnan K

**24/01/2020**

Hi Gopal,

Thanks for the update.

***Query 1: How to always highlighted Today Date. if i go to yesterday then today's date will be highlighted Today***

You can highlight the today date by adding custom styles. kindly refer the below code block.

|  |
| --- |
| .e-datepicker .today {          background: #179bd7;          color: #fff;        } |

***Query 2: When i click on today date button then calendar is close . how to restrict this ? i dont want to close calendar  click on today button on footer.***

You can restrict the calendar close action when clicking the today button. For this requirement you can use the beforeClose event. Refer the below code block.

|  |
| --- |
| function beforeClose(args) {          if(args.events.currentTarget.innerText == "Today"){            args.cancel = true;          }        } |

***Query 3: First time previous is working fine , click today then previous multiple time , previous working abnormally.***

Your reported problem was arising when we bind the click event for previous button on every time popup open. For this case we can use flag variable to identify whether it was first binding or not.

We have prepared sample for your convenience kindly refer to the below link for the sample.

<https://jsplayground.syncfusion.com/1vwrmnt1>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 256860 - Require code for get all selected ListBox items in button click server side event on ASPX.CS code page

**04/12/2019**

Hi Jitendra,

Thanks for your update.

We have checked your query, you can achieve this by passing values through the ajax post method, you will get the updated list items in server side. Refer to the below code block ajax call.

Default.aspx

|  |
| --- |
| <asp:Button ID="btnGetSelectedRecord" runat="server" Text="Get Record" Font-Bold="true" Width="100px" ForeColor="White" Height="22px" BackColor="#72bf44" BorderColor="#72bf44" BorderWidth="1px" OnClientClick="BtnClick()" /> |

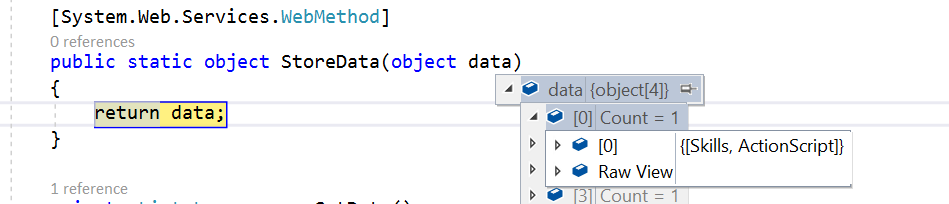
Default.aspx

|  |
| --- |
| function BtnClick(args) {  listObj = $("#<%= dropContainer.ClientID %>").data('ejListBox');  var updatedData = listObj.model.dataSource;  ajaxReq(updatedData);  }  function ajaxReq(updatedData) {  $.ajax({  url: "Default.aspx/StoreData",  type: "POST",  data: JSON.stringify({ data: updatedData }),  contentType: "application/json",  dataType: "JSON",  success: function (response) {  alert("Success");  }  });  } |

Default.aspx.cs

|  |
| --- |
| [System.Web.Services.WebMethod]  public static object StoreData(object data)  {  return data;  } |

***Refer the below screenshot:***



Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 249824 - MediaPlayer autoPlay not working

**4/12/2019**

Hi Dave Wurtz,

We have checked MediaPlayer control with IE11 and with the latest script. We didn’t face any issues. Kindly refer to the below link for the sample.

***Sample Link:*** <https://jsplayground.syncfusion.com/by1xi0z5>

We have also recorded video for your reference. Refer to the below link for the video.

***Video link:***

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_12-4-2019_3.31.25_PM-2139812567.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**5/12/2019**

Hi Dave Wurtz,

We regret for inconvenience.

We have provided support for online videos only in MediaPlayer control. In previous update we have provided sample contains deleted video database that’s why YouTube video only works on that sample. In below sample we have added different videos from different online video source. Kindly refer to the below link for the sample.

***Sample link:*** <https://jsplayground.syncfusion.com/pysryqat>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**6/12/2019**

Hi Dave Wurtz,

Can you make sure you have used our latest version of script file? We have prepared sample with latest (17.3.0.33) script and your video source we didn’t face any issues in IE11. Kindly refer to the below link for the sample.

***Sample link:*** <https://jsplayground.syncfusion.com/n3fnyldv>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**09/12/2019**

Hi Dave Wurtz,

Sorry for the inconvenience caused.

We have confirmed your reported problem is bug in our end. we have fixed this issue and attached custom patch. Refer to the below link for the scripts file.

**Latest UnMinified Script:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/UnMinified-1247651678.zip>

**Latest Minified Script:**

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Minified-1458515327.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**16/12/2019**

Hi Dave,

We have checked your reported problem in MediaPlayer control when running with VS2017 and Edge browser we didn’t face any issues, videos playing correctly. Refer the below video for reference.

**Video Link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_12-16-2019_3.13.09_PM-52060082.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 256351 - Data not refresh after Database data has been changed

**05/12/2019 - Meeting**

Hi Khairul,

Please find the discussed items in meeting.

***Query: Data not refresh after database data has been changed***

On further analysis of your project in meeting, data has not been updated in AutoComplete component after the database data has changed. We have provided ajax call method to achieve your requirement. When triggers the change event in autocomplete component, to update the data you can use setModel method. After adding the provided code your requirement was fulfilled.

Regards,

Muthukrishnan K

### 257249 - Fix date display - DatePicker

**05/12/2019**

Hi Blessy,

Greetings from Syncfusion support.

We have checked your query, that date and time was updated based on the client time zone. If you want to show the same date which is stored on the database, you can set TimeZone property as false to achieve your requirement. Refer the below code block.

**DatePicker:**

|  |
| --- |
| <ej:DatePicker ID="datePicker" Value="11/7/2019" TimeZone="false" runat="server"></ej:DatePicker> |

**DateTimePicker:**

|  |
| --- |
| <ej:DateTimePicker ID="DateTimePicker1" runat="server" Value="11/7/2019 4:00 PM" TimeZone="false" ></ej:DateTimePicker> |

Refer to the below given forum link:

<https://www.syncfusion.com/forums/141617/how-to-set-to-false-the-time-zone>

Please let us know if any concerns.

Regards,

Muthukrishnan K

### 257133 - Add new nodes and assign make selection to be its childs

**05/12/2019**

Hi Trinquier,

Greetings from Syncfusion support.

We have provided [addNodes](https://ej2.syncfusion.com/documentation/api/treeview#addnodes) method for adding new nodes in the TreeView component. To make new node as parent node of selected nodes use the [moveNodes](https://ej2.syncfusion.com/documentation/api/treeview#movenodes) method. we have prepared sample for your convenience. Kindly refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication1579302309.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 257179 - Dragging an element from EJ2 Treeview is not getting restricted

**05/12/2019**

Hi Dhaval,

Refer to the below kb documentation for restrict the TreeView dragging node.

***KB link:*** <https://www.syncfusion.com/kb/9923/how-to-specify-the-scope-of-drag-and-drop-area-in-treeview>

Regards,

Muthukrishnan K

### 149696 - Setting state in nodeSelected event causes selected node to get deselected

**06/12/2019**

Hi Niloofar,

Thanks for contacting Syncfusion support.

We have checked your reported problem in TreeView component with your shared code. You have assigned fields settings inside the render method because of this component was re-rendered every time we make a change using setState method. To resolve this issue, give the fields settings outside of the render method. We have prepared sample for your convenience. kindly refer to the below link for the sample.

***Sample link:*** <https://stackblitz.com/edit/tree-nodeselected>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 257285 - CRUD functionality using codeigniter php framework with EJ FileExplorer

**06/12/2019**

Hi Kelvin,

Greetings from Syncfusion support.

We have integrated EJFileExplorer control inside the CodeIgniter project. Kindly refer to the below link for the sample.

***Sample link:*** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/CodeIgniter267381489.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**10/12/2019**

Hi Kelvin,

Thanks for your update.

You can use our [Web API Service](https://help.syncfusion.com/js/fileexplorer/how-to#service-for-fileexplorer) in your project. Download the service and run it and change the previously shared sample file explorer rendering code block as below.

**Refer the code block:**

|  |
| --- |
| var fileSystemPath = "http://localhost:51460/FileBrowser/";  var ajaxActionHandler = "http://localhost:51460/fileexplorer/fileoperation/doJSONAction"; |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 256358 - ejGrid in ejDialog

**06/12/2019**

Hi Team,

We have a provided property [isResponsive](https://help.syncfusion.com/api/js/ejdialog#members:isresponsive) in Dialog component, you can use this property to achieve your requirement.

***Refer the code block:***

|  |
| --- |
| $("#dialog").ejDialog({isResponsive**:** **true** }); |

Regards,

Muthukrishnan K

**16/12/2019**

Hi Team,

We have checked your reported problem in our Dialog component isRepsonsive property was working as expected after resizing the window. After adding this property **dlgDocumentSearch\_wrapper** element automatically aligned on center position.

**Refer the code block:**

|  |
| --- |
| $("#dlgDocumentSearch").ejDialog({            isResponsive: true    }); |

Kindly refer to the below link for the sample.

**Sample link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/DialogGrid-1964073884.zip>

Regards,

Muthukrishnan K

### 257415 - Simple search

**09/12/2019**

Hi Chad,

We have prepared Treeview sample with search operation. It returns the simple list of data without parent child relations. Refer to the below link for the sample.

**Sample link:** <https://stackblitz.com/edit/treeview-searching-return-list>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 149761 - Databinding will not work

**09/12/2019**

Hi Paul,

Thanks for contacting Syncfusion support.

You can use the following code block to return the coordinates value in the ListView component.

**Refer to the below code block:**

|  |
| --- |
| public string Coordinates()  {  return $"{ Lat.ToString()} {Lon.ToString()}";  } |

We have prepared sample with your code for your reference. Kindly refer to the below link for the link.

**Sample link:**

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ListviewDataBinding830411767.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 256536 - TreeView: Getting two scroll bars when more data loaded in tree view

**09/12/2019**

Hi Renee,

We are working on this, we need some time to analyze more regarding on this issue. We will update you further details on tomorrow (10th Dec 2019).

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**10/12/2019**

Hi Renee,

We have checked your reported problem, refer the below code block to resolve your issue.

**Remove the below style:**

|  |
| --- |
| #treeview.e-treeview .e-ul {    height: 100%;  } |

**Add the below style:**

|  |
| --- |
| #Panel2 .e-panel-content {    overflow: auto;  } |

Regards,

Muthukrishnan K

### 257384 - Double cursor on drawing board

**09/12/2019**

Hi Renee,

Based on your provided information and history of your reported problems in the TreeView component we were not able to understand your real-time scenario. We are ready to assist and fulfill your requirement in lively. So please let us know your convenient time for a web meeting. We will make every effort to have this meeting scheduled on a date and time of your convenience.

 Please let us know, if you have any concern on this.

Regards,

Muthukrishnan K

**09/12/2019**

Hi Reene,

We have checked with your sample but we didn’t face any issues.

Regards,

Muthukrishnan K

### 257486 - Page Size Dropdown List on Grid Highlighting Size Selection Issue

**10/12/2019**

Hi Tom,

The reported issue was able to reproduceable in our end. This is bug in our pager component. This fix will be included in our Volume 4 SP1 release. You can track the status of this issue through the below portal link.

**Feedback:** <https://www.syncfusion.com/feedback/10660/pager-dropdown-selection-issue-when-updating-pagesize-using-setmodel>

Regards,

Muthukrishnan K

### 257648 - GroupButton : Setting ID and Text property from codeBehind

**10/12/2019**

Hi Knjay,

Greetings from Syncfusion support.

DataBinding was not supported in GroupButtonItem, you can achieve this requirement by using datasource property in code behind. Refer the below code block.

Default.aspx

|  |
| --- |
| <ej:GroupButton ID="groupButton" runat="server" GroupButtonMode="RadioButton" ShowRoundedCorner="true"></ej:GroupButton> |

Default.aspx.cs

|  |
| --- |
| public enum TestTypeENUM  {  Type1,  Type2  };  public class groupfields  {  public TestTypeENUM id { get; set; }  public string text { get; set; }  }  protected void Page\_Load(object sender, EventArgs e)  {  List<groupfields> sites = new List<groupfields>();  sites.Add(new groupfields { id = TestTypeENUM.Type1 ,text = TestTypeENUM.Type1.ToString() });  sites.Add(new groupfields { id = TestTypeENUM.Type2, text = TestTypeENUM.Type2.ToString() });  this.groupButton.DataSource = sites;  } |

If we misunderstood your requirement kindly get back to us.

Regards,

Muthukrishnan K

### 255866 - Load multiple grids in tabs

**10/12/2019**

Hi Ceaser,

We are validating your reported problem in our Tab component. We will update the further details on tomorrow (11th Dec 2019). Please be patience until then.

Regards,

Muthukrishnan K

**11/12/2019**

Hi Team,

We have checked your query in Tab control, we have added DatePicker and TimePicker control inside the new tab item. We don’t face any issues in controls adding. Kindly check from your side.

**Refer the below sample:**

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/SyncfusionASPNETApplication12134319939.zip>

**Note:** Kindly ensure have you added ID properly for the Tab item.

Regards,

Muthukrishnan K

03/01/2020

Hi César,

Thanks for attending meeting with us. Please check the meeting minutes given below.

|  |  |
| --- | --- |
| Date | January 3rd 2020 |
| Syncfusion attendees | Srilatha R, Muthukrishnan K, Premkumar M, Farveen sulthana |
| Incident id | 255866 |
| Timings | 8.30PM to 10PM |
| Customer Mail | cguerrero@jalcom.mx |
| Issue Resolved | Yes |

**Discussed Items:**

We have checked your project and found that Id property for Tab control was not added properly. So, we have provided the solution which is replace the empty place using “\_” character then issue was resolved, and Tab control renders successfully. We have explained about setting two words as id for DOM element.

Regards,

Muthukrishnan K

### 257848 - Tree View Scroll Bar scrolls behind the toolbar on SLD View

**11/12/2019**

Hi Renee,

Greetings from Syncfusion support.

To resolve your issue you need to give [target](https://ej2.syncfusion.com/documentation/api/sidebar#target) for Sidebar control and need to add toolbar component before the content div element. Kindly refer the below code block.

**drawingboard.component.ts**

|  |
| --- |
| CreateSidebar()  {    this.sidebar = new Sidebar({      width: '250px',      showBackdrop: false,       target: "#content"      });    this.sidebar.appendTo('#sidebar');  } |

**drawingboard.component.html**

|  |
| --- |
| <body style="overflow-y:scroll">      <div id='toolbar' style="z-index: 1001;float:left;min-width:100%;max-width:100%;background-color:#154360">          <img src="http://10.210.6.147/wtp/images/qeilogo\_artfile.jpg" alt="QEI, LLC." height="45px" width="5%"/>      </div>  <div id=content style="background-color:black;border:solid  white 3px;overflow:hidden">            <aside id="sidebar" class="dock-menu" style="background-color:rgb(164, 180, 196);border:solid  white 3px">              <div id="tabs" style="background-color:lightgray;border:solid darkgray 1px;"></div>              <div id=tab-tree style="background-color:rgb(163, 205, 248);border:solid darkgray 1px;display:none">                  <div id="treeview-dbc" style="height:auto;background-color:rgb(163, 205, 248);border:solid darkgray 1px;overflow:inherit;"></div>                  <div id="propgrid-tree" style="display:none;max-width:100%;min-width:100%;overflow-y:scroll;overflow-x:scroll;background-color:rgb(163, 205, 248);border:solid darkgray 1px;"></div>              </div>          </aside> |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 255675 - Grid Validation Doesn't Work Correctly with Template

**11/12/2019**

Hi Team,

Dropdownlist control was recreated from your side and then value not passing while you are checking validation condition. Ensure from it your side we have recorded video for your reference.

**Video link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ScreenCapture_12-11-2019_7.18.43_PM1416667123.zip>

Regards,

Muthukrishnan K

### 258102 - The calendar keeps closing itself

**13/12/2019**

Hi Marc,

Greetings from Syncfusion support.

We have checked your reported query in DatePicker control we didn’t face any issues after the page scroll. Kindly refer to the below link for the sample.

**Sample link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/SyncfusionASPNETApplication2-1795290489.zip>

If issue persist, kindly modify the sample and let us know.

Regards,

Muthukrishnan K

### 258056 - Try to use RIch Text editor

**13/12/2019**

Hi Yousef,

We have tried to run your shared project, but we were faced issue unable to install devexpress packages. We have prepared separate sample with RTE control. Refer to the below link for the sample.

**Sample link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/SyncfusionASPNETApplication2-2005579474.zip>

Please let us know your concerns.

Regards,

Muthukrishnan K

**18/12/2019**

Hi Yousef,

Thanks for the update.

We have tried to run your shared project, but still facing issues in package restoring we were unable to restore DevExpress packages. We have shared separate project for RTE component alone. Kindly check that sample.

If you still facing issues let us know your convenient time for web meeting.

Regards,

Muthukrishnan K

**19/12/2019**

Hi Yousef,

Thanks for the update.

As you have mentioned removed all DevExpress packages, but we are still facing issues. Let us know your convenient time for web meeting.

For the web session, we use citric GoToMeeting app, where we can share the screen to check the issue in your machine. Kindly check the below link for more details.

<https://www.gotomeeting.com/en-in>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**Meeting Notes:**

On further analysis of customer project In this meeting, customer reported problem RTE was not rendered properly. We have added scripts and styles reference for the RTE control and shared documentation link to customer. Then customer asked to remove the image item from the toolbar we have provided solution for this case. Customer don’t want to define maxlength property for the RTE we have said, if we are not providing maxlength for the RTE then it takes default value.

**30/12/2019**

Hi Yousef,

On further analysis of your application in the meeting, RTE component was not rendered in your project. DLL was not referenced properly in your project so, we have installed NuGet and tried but unable to resolve your problem. We have also changed the reference in web.config file but still the issue was not resolved. Finally, we found that, your project framework was 4.6.1 but our package version 4.6. we decided to analyze regarding this issue and said we will update you on tomorrow.

We have asked to share some files from your end. Webform1.aspx, master page, and web.config file.

Regards,

Muthukrishnan K

**02/01/2020**

Hi Yousef,

Thanks for sharing the project.

We have checked your shared project and found the root cause of the your reported problem ***(CS0433: The type 'RTE' exists in both 'Syncfusion.EJ.Web, Version=17.3460.0.34)***. In your project you have added **RTE.cs** file inside the ***Syncfusion/JavaScript/Web*** and ***Syncfusion/JavaScript/Models***. To resolve your issue, you need to remove these files from your project.

**Disclaimer:** The namespace **Syncfusion.JavaScript.Web** and **Syncfusion.JavaScript.Models** was not allowed to override from your end, when your adding class name same as our components name then you will be facing the same conflicts issue.

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**12/02/2020**

Hi Yousef,

Thanks for joining the meeting with us. Please check the meeting minutes below

We have checked your project and found that you have rendered RTE in user control page and the master page where it is rendered is maintained internally in your project. We requested to show the master page of your project, but it is not accessible from our end.  So, we suspect that the RTE DOM elements has been duplicated somewhere in your project and so the toolbar functionalities are not working in your project alone.  Please ensure this in your end with provided cdn link in your master page.

Regards,

Muthukrishnan K

**18/02/2020**

Hi Yousef,

Thanks for the update.

If you want to render the another RTE control in the same page, you can use the same code for rendering the RTE control but need to change the **Id** of control. Both RTE controls must have different id to render properly.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 258045 - give tootip based on condition on treeview nodes

**13/12/2019**

Hi Saravanan,

Greetings from Syncfusion support.

We have prepared sample for your requirements refer to the below link for the sample.

**Sample link:** <https://stackblitz.com/edit/treeview-tooltip-custom>

Please let us know your concerns.

Regards,

Muthukrishnan K

### 256081 - Branched from forum 148963- Treeview search from schedulers drag and drop

**16/12/2019**

Hi Cris,

You can load and unload the datasource dynamically in our Treeview component. Kindly refer the below link for the sample.

**Sample link:** <https://stackblitz.com/edit/treeview-loaddata>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 258169 - when clicking child nodes for context menu child node list is closing

**16/12/2019**

Hi Saravanan,

We regret for inconvenience.

We are validating your reported problem in our end, we need some time to analyze more regrading this. We will update the further details within three business days (19th Dec 2019).

Please let us know your concerns.

Regards,

Muthukrishnan K

**Core Team Mail**

In this [258169](https://www.syncfusion.com/support/directtrac/incidents/258169) incident customer reported problem, when using useEffect method to load datasource for treeview component, treeview was re rendered in react. In this sample when right click on the child node treeview datasource was changed to same as initial rendering. Can you check on this and provide update asap.

Refer the below sample, <https://stackblitz.com/edit/treeview-contextmenu>

Regards,

Muthukrishnan K

### 258426 - view issues

**17/12/2019**

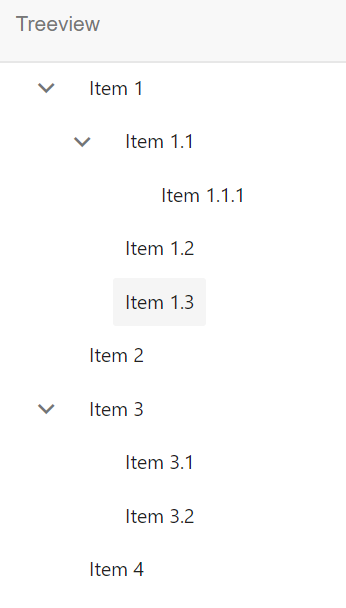
Hi Dita,

Greetings from Syncfusion support.

We have checked your reported problem in angular TreeView we didn’t face any issues in while selecting treeview node. We have prepared sample for your reference. Kindly refer to the below link for the sample.

**Sample link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/angular2-seeds-882731507.zip>

**Refer the below screenshot:**



If we misunderstood your scenario kindly modify this sample and replicate the issue. Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**17/12/2019**

Hi Dita,

Thanks for update.

We have checked your shared code snippet and prepared sample with that code, but we were unable to reproduce your reported problem in our end. In your shared video, when hovering the tree node also hiding from the page, we suspect that some styles were override in your end.

Kindly check the below sample, if issue persist modify the sample and let us know.

**Sample link**: <https://stackblitz.com/edit/tree-hierachical>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 149974 - TreeViewComponent error with nodeTemplate customComponent and Redux

**17/12/2019**

Hi Porfirio,

Thanks for contacting Syncfusion support.

We have prepared TreeView sample using React Redux and with your shared code. In this sample we have rendered custom component using our nodeTemplate. Kindly refer to the below link for the sample.

**Sample link:** <https://stackblitz.com/edit/tree-template-redux>

If we misunderstood your requirements get back to us with your code, screen shot of issue you have faced or steps to reproduce the issue.

Refer the below documentation to know more about, how to use our Syncfusion components in React Redux.

<https://www.syncfusion.com/kb/10732/how-to-use-react-with-redux>

Regards,

Muthukrishnan K

### 258515 – Intregration Gridview

**18/12/2019**

Hi Nicolas,

Greetings from Syncfusion support.

You can add our DropDownList control in your Asp Gridview using ItemTemplate. We have prepared multiselect DropDownList sample inside the GridView for your reference. Kindly refer to the below link for the sample.

**Sample link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/ejDropdownlist-1545556983.zip>

**Note:** We have [MulitSelectMode](https://help.syncfusion.com/api/js/ejdropdownlist#members:multiselectmode) property in dropdownlist component you can use this based on your requirements.

Please let us know your concerns.

Regards,

Muthukrishnan K

### 150000 - Binding property from control inside NodeTemplate with property from the data model ?

**18/12/2019**

Hi Yordan,

Thanks for contacting Syncfusion support.

You can bind src attribute for img tag inside the nodeTemplate of TreeView component. Refer to the below code block.

|  |
| --- |
| <**NodeTemplate**>  @{  <div style="float:left">  <img class="eimage" src="@((@context as TreeProxyDataModel).visibilityIndicatorPath)" />  <div class="ename">@((@context as TreeProxyDataModel).Caption)</div>  </div>  }  </**NodeTemplate**> |

|  |
| --- |
| treeData.Add(new TreeProxyDataModel  {  id = 1,  Caption = "Steven Buchanan",  HasChild = true,  Expanded = true,  vehivleIcon = "10",  Hint = "CEO",  visibilityIndicatorPath = "/images/Employees/10.png"  }); |

We have prepared sample for your convenience. Refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treetemplate-759883799.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**19/12/2019**

Hi Yordan,

Thanks for the update.

We have checked your reported query that “***when upating*** ***TreeView data source on a button click tree template was not updated***”. For this case, we need to call the TreeView refresh method to update the template. you can achieve this by referring the below code block.

|  |
| --- |
| public void btnClick()  {  foreach( var r in DataSource )  {  r.visibilityIndicatorPath = "/images/anne.png";  }  treeData = DataSource;  tree.Refresh();  } |

We have also prepared sample for your convenience. Refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TemplateUpdate1795055498.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

**20/12/2019**

Hi Yordan,

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 258598 - Image change

**18/12/2019**

Hi Quintet,

Greetings from Syncfusion support.

You can change icons in TreeView component when node expanding and node collapsing. We have added custom class for TreeView component and added styles. Refer the below code block.

|  |
| --- |
| .custom .e-list-item .e-text-content .e-icon-collapsible:before {  content: "\e100";  font-size: 12px;  font-family: "ej-icon";  } |

Refer the below sample.

<https://codesandbox.io/s/vue-template-bdhpl>

If we misunderstood your requirements kindly get back to us with sample code snippets. It will be helpful to serve you better.

Please let us know if have any concerns.

Regards,

Muthukrishnan K

**20/12/2019**

Hi Quintet,

Thanks for your update.

You can achieve this requirement by removing the child for the corresponding node. If you don’t want child node for the corresponding node then no need to define the child. Refer the below code block.

|  |
| --- |
| var treeData = [  {  id: "01",  name: "Local Disk (C:)",  expanded: true,  subChild: [  {  id: "01-01",  name: "Program Files"  }  ]  },  {  id: "02",  name: "Local Disk (D:)",  subChild: [  {  id: "02-01",  name: "Personals"  }  ]  },  {  id: "03",  name: "Local Disk (E:)",  icon: "folder"  }  ]; |

We have prepared sample for your convenience. refer to the below link for the sample.

<https://codesandbox.io/s/vue-template-p1w0j>

Refer the below documentation to know more about the databinding in TreeView.

**Hierarchical data:** <https://ej2.syncfusion.com/vue/documentation/treeview/data-binding/?no-cache=1#hierarchical-data>

**Self-referential data:** <https://ej2.syncfusion.com/vue/documentation/treeview/data-binding/?no-cache=1#self-referential-data>

Please let us know your concerns.

Regards,

Muthukrishnan K

### 150020 - How do I apply CSS to dynamically injected HTML element?

Hi TheodoreJaxson,

Thanks for contacting Syncfusion support.

We have Binded click event for button and added custom class for HTML sidebar. Refer the below code block.

|  |
| --- |
| <div class="sidenav" id="sidebar">  <a href="#about">About</a>  <a href="#services">Services</a>  </div>    <div class="main">  <h2>Sidebar</h2>  <button id=SideBtn>Click Me to change Sidebar color</button>  <p>This sidebar is of full height (100%) and always shown.</p>  <p>Scroll down the page to see the result.</p>  </div> |

|  |
| --- |
| <script>  document.getElementById("SideBtn").addEventListener("click", function(){  document.querySelector('.sidenav').classList.add("custom");  });  </script>  <style>  #sidebar.custom {  background-color: green;  }  </style> |

Refer the below sample.

<https://jsplayground.syncfusion.com/1mdv23zl>

Regards,

Muthukrishnan K

### 150054 - How to fill child nodes of the selected node at run time dynamically. How to populate tree view children on Click

**19/12/2019**

Hi Eman,

Thanks for contacting Synfusion support.

In our Syncfusion TreeView control, we have provided [loadOnDemand](https://ej2.syncfusion.com/documentation/api/treeview#loadondemand) property. It loads first level nodes initially, and when parent node is expanded, loads the child nodes based on the ParentID/Child member. By default, the load on demand (Lazy load) is set to true. By disabling this property, all the tree nodes are rendered at the beginning itself.

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 258710 - Cannot get TreeView working – angularJS

**19/12/2019**

Hi Brian,

Greetings from Syncfusion support.

We have checked your reported problem in angularJS Treeview. In your shared code datasource was not assigned properly for the treeview that is the cause for treeview not rendering properly. Refer the below code block.

**Root element of page:**

|  |
| --- |
| <html xmlns="https://www.w3.org/1999/xhtml" ng-app="syncApp"> |

**TreeView Rendering code block:**

|  |
| --- |
| <body ng-controller="TreeCtrl">  <div class="frame">  <div id="treeView" ej-treeview e-template="#treeTemplate" e-fields-datasource="dataList" e-fields-id="id" e-fields-parentid="pid" e-fields-text="name" e-fields-haschild="hasChild" e-fields-expanded="expanded" />  </div> |

**Assigning datasource for treeview:**

|  |
| --- |
| <script type="text/javascript">  var treeData = [  { id: 1, name: "UK", cls: "uk-style", hasChild: true, expanded: true },  { id: 2, pid: 1, imgId: "1", name: "Steven John", city: "London", phone: "555-5665-2323" },  { id: 3, name: "USA", cls: "usa-style", hasChild: true, expanded: true },  { id: 5, pid: 3, imgId: "2", name: "Andrew", city: "Capital way", phone: "934-8374-2455" },  { id: 4, pid: 3, imgId: "3", name: "Angelica", city: "Dayton", phone: "988-4243-0806" }  ];    angular.module('syncApp', ['ejangular'])  .controller('TreeCtrl', function ($scope) {  $scope.dataList = treeData;  });  </script> |

**Template rendering code block:**

|  |
| --- |
| <script id="treeTemplate" type="text/x-jsrender">  {{if hasChild}}  <div class={{>cls}}>{{>name}}</div>  {{else}}  <div class="cont-list">  <img class="con-img" src="17.3.0.14/themes/web/content/images/treeview/template-image-{{>imgId}}.png" />  <div class="cont-del"></div>  <div class="cont-details">  <b>{{>name}}</b><br />  <span>{{>city}}</span>  <br />  <span>{{>phone}}</span>  </div>  <div class="treeFooter"></div>  </div>  {{/if}}  </script> |

We have prepared sample for your convenience. kindly refer to the below link for the sample.

<http://jsplayground.syncfusion.com/4iseyjtv>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 150075 - Stopped working when I added category&fields

**20/12/2019**

Hi Michael,

Thanks for contacting Syncfusion support.

We have checked your shared ejAutoComplete sample on JS Playground. In that sample you have mentioned input type text as wrongly. Refer the below code block to work on this.

**Wrong:**

|  |
| --- |
| <input id="lng1" name="lng1" type="type=text" value=""> |

**Right:**

|  |
| --- |
| <input id="lng1" name="lng1" type="text" value=""> |

We have modified your shared sample refer the below link.

<http://jsplayground.syncfusion.com/1hx3j3kq>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 258243 - DropdownTree in Usercontrol not loading through Ajax call

**20/12/2019**

Hi Knjay,

Thanks for the update.

We have checked your reported problem in our end. we have achieved your requirement by adding another user control to load the new DropDownTree component inside the another div element. We have prepared sample for your convenience. in this sample we have loaded two DropDownTree component in the page using button click event through the ajax call. Refer to the below link for the sample.

**Sample link:** <https://www.syncfusion.com/downloads/support/directtrac/general/ze/DropDownTree-772913421192157179.zip>

If we misunderstood your requirements kindly share the code snippets of the sample which is help us to resolve your problem.

Regards,

Muthukrishnan K

### 258844 - Is there an ejCaptcha or not???

**20/12/2019**

Hi Michael,

Greetings from Syncfusion support.

We have checked your reported query on captcha control. Captcha is a server-side control, so we need use controller part to render the captcha control in JavaScript. Refer to the below KB documentation for rendering the captcha control.

KB Link: [https://www.syncfusion.com/kb/9991/how-to-render-captcha-control-in-angularjs](https://www.syncfusion.com/kb/9991/how-to-render-captcha-control-in-angularjs" \t "_blank)

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 258859 - Tree view component

**20/12/2019**

Hi Oppilamani,

Greetings from Syncfusion support.

We are validating your reported problem in routing with the Sidebar component. Since we need some time to analyze more regarding on this. We will update further details within two business days (24th Dec 2019). Please be patience until then.

Regards,

Muthukrishnan K

### 255866 - Load multiple grids in tabs

**24/12/2019**

Hi César,

We have checked your reported problem while dynamically adding grid control as tab content. From the code blocks in your application we found that, you have added dynamic ID with two words (spaced in between) for the new tab item being added. We suspect that this might be the cause of your problem in your case, since the first word being considered as id and second word is being disregarded by the browser due to which the tab content element might not mapped properly. So, ensure that only a single word is assigned ID for the Tab items at your end at the server side.

**Your code block:**

Syncfusion.JavaScript.Web.TabItem pestaña = new Syncfusion.JavaScript.Web.TabItem();

            pestaña.Text = tblP.Rows[0].ItemArray[1].ToString();

            pestaña.ID = tblP.Rows[0].ItemArray[1].ToString();

            pestaña.ContentSection.Controls.Add(gridT);

            pestañasClientes.Items.Add(pestaña);

Refer the stack over flow from below link

<https://stackoverflow.com/questions/16936132/can-a-html-element-have-multiple-unique-id-attributes>

If an issue persists on your side, kindly share the simple sample reproducing your case else please let us know your availability such that we can schedule another web meeting to validate further on this issue at our end.

**Note:** If your come to meeting kindly interact with our attendees it will be helpful to serve you better.

Regards,

Muthukrishnan K

### 150218 - Is there a way to filter by any string within a value.

Hi Michael,

Thanks for contacting Syncfusion support.

Yes, you can highlight the results when any part matches with the text typed. In our AutoComplete component we have provided a property [highlightSerach](https://help.syncfusion.com/api/js/ejautocomplete" \l "members:highlightsearch" \t "_blank) you can use this to achieve your requirement.

**Refer the below code block:**

<ej:Autocomplete ID="AutoComplete" runat="server" HighlightSearch="true" FilterType="Contains" DataTextField="ComponentName" DataUniqueKeyField="ComponentId" Width="500px"></ej:Autocomplete>

Refer the below documentation link to customize the search results.

<https://help.syncfusion.com/aspnet/autocomplete/search-customization>

Regards,

Muthukrishnan K

### 258976 - Not able to change time manully in datetimepicker js1

**30/12/2019**

Hi Prashant,

Greetings from Syncfusion support.

In our DateTimePicker component, we have provided a property [interval](https://help.syncfusion.com/api/js/ejdatetimepicker#members:interval) to set interval for date time. You can use this property to set date time in one second/ one minute interval.

**Refer the below code block.**

<input type="text" id="datetime" />

<script>

//To set interval API during initialization

        $("#datetime").ejDateTimePicker({  interval: 60 });

</script>

We have prepared a sample for your convenience. Kindly refer to the below link for the sample.

<https://jsplayground.syncfusion.com/ufdxf31j>

Regards,

Muthukrishnan K

### 259387  - Getting started

**30/12/2019**

Hi Chad church,

We were unable to see your attached image, because this image location was referred from your local machine. We were not understanding your reported problem. Can you explain the your problem and which component your facing issue.

**Refer the below screenshot:**

Regards,

Muthukrishnan K

**31/12/2019**

Hi Chad church,

Sorry for the inconvenience.

We haven’t mentioned steps clearly for PHP getting started. We will correct this in our documentation. It actually we tried say is “**Copy Essential JavaScript and CSS files from build location then paste it inside the  */scripts* and */themes* folder in your web site root. And include the necessary files in your PHP page*.***”

We have created PHP sample with DatePicker component. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/PHP_DataPicker-1417377698.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 150254 - Can the drag and drop feature be disabled?

**30/12/2019**

Hi Feifan,

Thanks for contacting Syncfusion support.

In our Dashboard Layout component, we were faced your reported problem in before version 17.1.43. we have included a fix for this issue in our release version 17.1.43. Kindly update your nuget package to the latest version to resolve your problem.

**Refer the below release notes.**

<https://ej2.syncfusion.com/documentation/release-notes/17.1.43/#dashboard-layout>

If you are still facing this issue, kindly share the your nuget version and your sample code. It will be helpful to serve you better.

Regards,

Muthukrishnan K

### 259299  - How to enable pagination support in Blazor Listview?

**30/12/2019**

Hi Tanu,

Greetings from Syncfusion support.

In our ListView component, we haven’t provided paging support. We have provided virtualization support in ListView. For this case, you can use this [EnableVirtualization](https://ej2.syncfusion.com/documentation/api/list-view" \l "enablevirtualization" \t "_blank) property, it will improve your performance while loading a large number of items in ListView.

Refer the below link for virtualization example in Blazor ListView.

<https://ej2.syncfusion.com/blazor/documentation/listview/virtualization/?no-cache=1>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 150183 - How to add footer ?

**30/12/2019**

Hi Waleed,

Thanks for contacting Syncfusion support.

***Query 1: In ListView Component, I did the Items Template and the header template as well, but can't find anyway to add the footer***

In Our ListView component, we have not provided FooterTemplate support.

***Query 2: Is it posiible to have something like Data Source Manager that will query Back-End API gradually say every 5 minutes to check for new data ?***

If you want to load the new data source for every 5 minutes you can customize from your end. In the below sample we have updated ListView component data source using a button click event.

**Refer this code block to change data source:**

public List<Notification> DataList2 { get; set; } = new List<Notification> {

        new Notification {

            Text="Welcome",

            SecondText="2nd Line Test",

            URL="http://www.google.com",

            Icon="fas fa-bell fa-fw",

            IconBackgroundColor="green"

        },

        new Notification {

            Text="Hello World!",

            SecondText="2nd Line Test hello worlds",

            URL="http://www.cnet.com",

            Icon ="fab fa-android",

            IconBackgroundColor="yellow"

        },

        new Notification {

            Text="Hello Listview!",

            SecondText="Syncfusion",

            URL="http://www.syncfusion.com",

            Icon ="fab fa-android",

            IconBackgroundColor="blue"

        },

};

// Button click to change data source

public void onClick()

    {

        DataList = DataList2;

    }

***Query 3: how to access the items of EsjViewList , All I can find is AddItem() and RemoveItem() but no access like EsjViewList.Items[] ? , say I want to clear the Items .***

If you want to clear the all items from the ListView component simply you can assign the empty list to the data source. Otherwise you can use RemoveItem method to remove items from the list.

***Query 4: I am trying to add items in ListView, but it never update on screen,***

We have provided the [AddItem](https://ej2.syncfusion.com/documentation/api/list-view/" \l "additem" \t "_blank) method for adding new items. So, you can use this method to achieve your requirement.

**Refer this code block to add new item:**

public void add()

    {

        List<Notification> data = new List<Notification>()   {

            new Notification

            {

                 Text = "New Item",

            SecondText = "Testing 2nd Items",

            URL = "<https://ej2.syncfusion.com/>",

            Icon = "fa-fa ar",

            IconBackgroundColor = "grey"

            }

        };

        dodo2.AddItem(data, null);

    }

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 251869  - Textbox (inside gridview which is inside TAB control) lost value after posback

**30/12/2019**

Hi Arokiam,

Thanks for the update.

Wherever you are using Tab control in your project, then you need to render the all the Tab control using through the script only to resolve your reported issue at your end. You need to assign different id for each Tab in your project.

**Please refer to the code block below.**

<div id="tab" style="width: 80%">

  </div>

<div id="tab1" style="width: 80%">

  </div>

<script>

        $(function () {

            $("#tab").ejTab({

            });

          $("#tab1").ejTab({

            });

        });

    </script>

If you are still facing any difficulties to render Tab. Please let us know your convenient time for the web meeting. We will resolve your issue in lively.

Regards,

Muthukrishnan K

### 259381  - Drag/drop sample

**31/12/2019**

Hi Chad church,

Thanks for the update.

***Query 1: The user should be able to drag from A to B only , The user should be able to reorder the elements within B only (using drag and drop)***

We need some time to analyze more regarding on this scenario in our end. We will update further details within two business days (3rd Jan 2020).

***Query 2: I was not prolly clear enough (my bad) by “handle” I’m referring to a certain area within each element where the user can actually click and drag*** (e.g. <https://jqueryui.com/draggable/#handle>)

You can customize the cursor in TreeView component whatever you want, refer the below code block we have added move type cursor for the first treeview in the sample.

|  |  |
| --- | --- |
| |  | | --- | | #tree1.e-treeview .e-text-content, #tree1.e-treeview .e-fullrow {              cursor: move;          } | |

Please let us know your concerns.

Regards,

Muthukrishnan K

### 259546  - How to change the Radiobutton text color to white?

**31/12/2019**

Hi Pam wang,

Greetings from Syncfusion support.

You can add the white color for radio button text using custom CssClass for Radiobutton. Refer the below code block.

|  |
| --- |
| <div style="background-color: black;color:white;">Tipo de Transimision      <ej:RadioButton Name="category" ID="RadBtn\_manual" runat="server" Size="Small" Checked="true" Text="MANUAL" CssClass="custom">      </ej:RadioButton>      <ej:RadioButton Name="category" ID="RadBtn\_automatic" runat="server" Size="Small" Checked="false" Text="AUTOMATICA" CssClass="custom">      </ej:RadioButton>     </div>        <style>          .custom.e-radiobtn-wrap .e-text {              color: white;          }      </style> |

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 259512 - Feedback : How to add data using get api?

**31/12/2019**

Dear Customer,

Greetings from Syncfusion support.

Yes, you can add data source for TreeView component using axios get API method in Vue. Refer the below code block for reference.

**Treeview.Vue**

|  |
| --- |
| <template>  <div>  <h3>Treeview</h3>  <ejs-treeview id="treeview" :fields="fields"></ejs-treeview>  </div>  </template>  <script>  import Vue from "vue";  import { TreeViewPlugin } from "@syncfusion/ej2-vue-navigations";  import axios from "axios";  Vue.use(TreeViewPlugin);  const SERVICE\_URL = "https://www.mocky.io/v2/5ca1f48e3700002c00899594";  export default {  data: function() {  return {  fields: {}  };  },  mounted() {  axios.get(SERVICE\_URL).then(response => {  this.fields = {  id: "id",  text: "name",  child: "subChild",  dataSource: response.data.defaultData  };  });  }  };  </script> |

We have also prepared sample for your reference. Kindly refer to the below link for the sample.

**Sample link:** <https://codesandbox.io/s/vue-template-3bhe9>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 259385 - Installation

**02/01/2020**

Hi Michael Schlotthauer,

Greetings from Syncfusion support.

We are not clear about your reported problem (***I have several errors after installation in my .ts file***). Can you share me the following details, then only we can provide exact solution for your problem.

1. Are you using EJ1 Angular controls or EJ2 Angular controls?
2. Angular version which is you have installed on your machine.
3. What problem you have faced in your project?
4. Which component you are tried to use in your project.
5. Screenshots of your problem.

Refer the below documentation link for your reference:

EJ1 DropDownList: <https://help.syncfusion.com/angular/dropdownlist/getting-started>

EJ2 DropDownList: <https://ej2.syncfusion.com/angular/documentation/drop-down-list/getting-started/?no-cache=1>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 259255 - GetTreeData is not working

**02/01/2020**

Hi Fernando,

Thanks for the update.

We have checked your reported issue in our TreeView component with blazor server app but were unable to reproduce your reported problem in our end. kindly share the following details, then only we can provide exact solution for your reported problem.

1. What kind of data source you have used to render the TreeView?
2. Nuget version you have referred in your project.
3. Sample code which is you have used to render the TreeView?

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 259550 - TreeView Node colours

**02/01/2020**

Hi Neil,

Thanks for the update.

We have created TreeView sample with your requirements in JavaScript file. we have added style for the TreeView component inside the index.html file.

Refer the below code block.

**index.html**

|  |
| --- |
| <html>  <head>      <script src="https://cdn.syncfusion.com/ej2/dist/ej2.min.js" type="text/javascript"></script>      <link href="https://cdn.syncfusion.com/ej2/material.css" rel="stylesheet">      <link href="https://maxcdn.bootstrapcdn.com/bootstrap/3.3.7/css/bootstrap.min.css" rel="stylesheet">      <style>          .bold {              font-weight: bold;          }          .italics {              font-style: italic;              font-weight: normal;          }          .bold .e-list-text {              color: red;          }          .italics .e-list-text {              color: blue;          }      </style>  </head>  <body>      <div class="control\_wrapper">      <!-- Initialize TreeView -->          <div id="tree"></div>      </div>      <script src="index.js"></script>  </body>  </html> |

**index.js**

|  |
| --- |
| ej.base.enableRipple(true);  // Render the TreeView by mapping its fields property with data source properties  var data = [    {      "id": "01",      "name": "Local Disk (C:)",      "expanded": true,      "attributes": {        "class": "bold"      },      "subChild": [        {          "id": "01-01",          "name": "Program Files",          "subChild": [            {              "id": "01-01-01",              "name": "Windows NT",              "attributes": {                "class": "italics"              }            },            {              "id": "01-01-02",              "name": "Windows Mail",              "attributes": {                "class": "italics"              }            },            {              "id": "01-01-03",              "name": "Windows Photo Viewer",              "attributes": {                "class": "italics"              }            }          ],          "attributes": {            "class": "italics"          }        },        {          "id": "01-02",          "name": "Users",          "expanded": true,          "attributes": {            "class": "italics"          },          "subChild": [            {              "id": "01-02-01",              "name": "Smith",              "attributes": {                "class": "italics"              }            },            {              "id": "01-02-02",              "name": "Public",              "attributes": {                "class": "italics"              }            },            {              "id": "01-02-03",              "name": "Admin",              "attributes": {                "class": "italics"              }            }          ]        },        {          "id": "01-03",          "name": "Windows",          "attributes": {            "class": "italics"          },          "subChild": [            {              "id": "01-03-01",              "name": "Boot",              "attributes": {                "class": "italics"              }            },            {              "id": "01-03-02",              "name": "FileManager",              "attributes": {                "class": "italics"              }            },            {              "id": "01-03-03",              "name": "System32",              "attributes": {                "class": "italics"              }            }          ]        }      ]    },    {      "id": "02",      "name": "Local Disk (D:)",      "attributes": {        "class": "bold"      },      "subChild": [        {          "id": "02-01",          "name": "Personals",          "attributes": {            "class": "italics"          },          "subChild": [            {              "id": "02-01-01",              "name": "My photo.png",              "attributes": {                "class": "italics"              }            },            {              "id": "02-01-02",              "name": "Rental document.docx",              "attributes": {                "class": "italics"              }            },            {              "id": "02-01-03",              "name": "Pay slip.pdf",              "attributes": {                "class": "italics"              }            }          ]        },        {          "id": "02-02",          "name": "Projects",          "attributes": {            "class": "italics"          },          "subChild": [            {              "id": "02-02-01",              "name": "ASP Application",              "attributes": {                "class": "italics"              }            },            {              "id": "02-02-02",              "name": "TypeScript Application",              "attributes": {                "class": "italics"              }            },            {              "id": "02-02-03",              "name": "React Application",              "attributes": {                "class": "italics"              }            }          ]        },        {          "id": "02-03",          "name": "Office",          "attributes": {            "class": "italics"          },          "subChild": [            {              "id": "02-03-01",              "name": "Work details.docx",              "attributes": {                "class": "italics"              }            },            {              "id": "02-03-02",              "name": "Weekly report.docx",              "attributes": {                "class": "italics"              }            },            {              "id": "02-03-03",              "name": "Wish list.csv",              "attributes": {                "class": "italics"              }            }          ]        }      ]    }  ];  var treeObj = new ej.navigations.TreeView({    fields: {      dataSource: data,      id: "id",      text: "name",      child: "subChild",      htmlAttributes: "attributes"    }  });  treeObj.appendTo("#tree"); |

Refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/treeview-text-custom-928691847.zip>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 259626 - Full description

**02/01/2020**

Hi Neil,

Greetings from Syncfusion support.

You can bind the double click event for TreeView component. Refer the below code block to know about binding double click event for TreeView component. We have checked in double click event whether target have ***e-fullrow*** class or not.

|  |
| --- |
| var treeObj = new ej.navigations.TreeView({    fields: {      dataSource: data,      id: "id",      text: "name",      child: "subChild"    },    // binding created event for treeview    created: created,  });  treeObj.appendTo("#tree");  // created event triggers for treeview  function created(args){    treeEle = document.getElementById('tree');    // binding double click event for treeview    treeEle.ondblclick = function(args){      if(args.target.classList.contains('e-fullrow')){        alert("You have Double Clicked");      }    }  } |

We have prepared sample for your reference. Kindly refer to the below link for the sample.

<https://stackblitz.com/edit/treeview-double-click>

Refer the below link to know more about the TreeView events.

<https://ej2.syncfusion.com/javascript/documentation/api/treeview/#events>

**Disclaimer:** We have used double click event for TreeView node editing. If you are using [allowEditing](https://ej2.syncfusion.com/javascript/documentation/api/treeview/#allowediting) property and double click event both in TreeView component, then it will be conflicted.

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 259636 - bug with getSelectedValue

**02/01/2020**

Hi Didier,

Greetings from Syncfusion support.

The reported issue was able to reproduceable in our end and confirmed this is bug in our end. We will fix this issue and update the patch before on January 3rd week (24th Jan 2020). You can track the status of this issue through the below portal link.

**Feedback:** <https://www.syncfusion.com/feedback/11063/the-getselectedvalue-method-not-working-as-expected>

**Jira:** <https://syncfusion.atlassian.net/browse/JS-63173>

Regards,

Muthukrishnan K

### 254861 - X button for single selected item in dropdownlist

**03/01/2020**

Hi Arockiam,

We are ready to assist and fulfill your requirement in lively. So please let us know your convenient time for web meeting. We will make every effort to have this meeting scheduled on a date and time of your convenience.

Regards,

Muthukrishnan K

### 259662 - Automatic side bar sizing

**03/01/2020**

Hi Neil,

Thanks for the update.

We have checked your reported problem (***When I expand all items the scroll bar appears, then I lose some of the line***). This issue arises only in Firefox browser, for this scenario you need to use the below styles in your sample. Kindly refer the below code block.

|  |
| --- |
| .e-treeview.e-customtree .e-ul:first-child  {      padding: 0px 20px 0px 0px;    }    .e-treeview.e-customtree > .e-ul{      overflow: hidden;    } |

We have prepared sample for your convenience. Kindly refer to the below link for the sample.

<https://stackblitz.com/edit/sidebar-tree?file=index.html>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

**03/01/2020**

Hi Neil,

We regret for inconvenience.

In the previously updated sample, we have used custom class for TreeView component. Sorry we forget to mention this custom class. Refer the following code block.

[**index.js**]

|  |
| --- |
| var treeObj = new ej.navigations.TreeView({      fields: { dataSource: null, id: 'id', parentID: 'pid', text: 'name', hasChildren: 'hasChild' },      // we have added custom class for treeview      cssClass: 'e-customtree',      nodeTemplate: '#treeTemplate',      nodeExpanded: expandCollapse,      nodeCollapsed: expandCollapse,      created:expandCollapse  }); |

[**index.html**]

|  |
| --- |
| // we have used cdn link for scripts and styles for analyzing purpose      <script src="https://cdn.syncfusion.com/ej2/dist/ej2.min.js" type="text/javascript"></script>      <link href="https://cdn.syncfusion.com/ej2/material.css" rel="stylesheet">      <link href="https://maxcdn.bootstrapcdn.com/bootstrap/3.3.7/css/bootstrap.min.css" rel="stylesheet" />        <link href="index.css" rel="stylesheet">      <style>      .e-treeview.e-customtree .e-ul:first-child  {          padding: 0px 20px 0px 0px;      }    .e-treeview.e-customtree > .e-ul{      overflow: hidden;    } |

We have modified your shared sample, kindly refer the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeViewJsDemo1438222558.zip>

Regards,

Muthukrishnan K

### 150344 - 0x800a1391 - Javascript runtime error: '$' is undefined

**03/01/2020**

Hi Bert,

Thanks for contacting Syncfusion support.

Your reported problem arises when jQuery was not referred in your project. To resolve your reported problem, you need to refer the jQuery properly to the project.

We have prepared sample with Syncfusion EJ DatePicker. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication1-448196105.zip>

If you still facing any difficulties refer the below KB documentation link to resolve your problem.

<https://www.syncfusion.com/kb/4554/how-to-resolve-the-javascript-runtime-error-is-undefined-with-the-syncfusion-controls>

Refer the below documentation link for your reference:

<https://help.syncfusion.com/aspnet/getting-started-webforms>

Please let us know if you need any further assistance on this.

Regards,

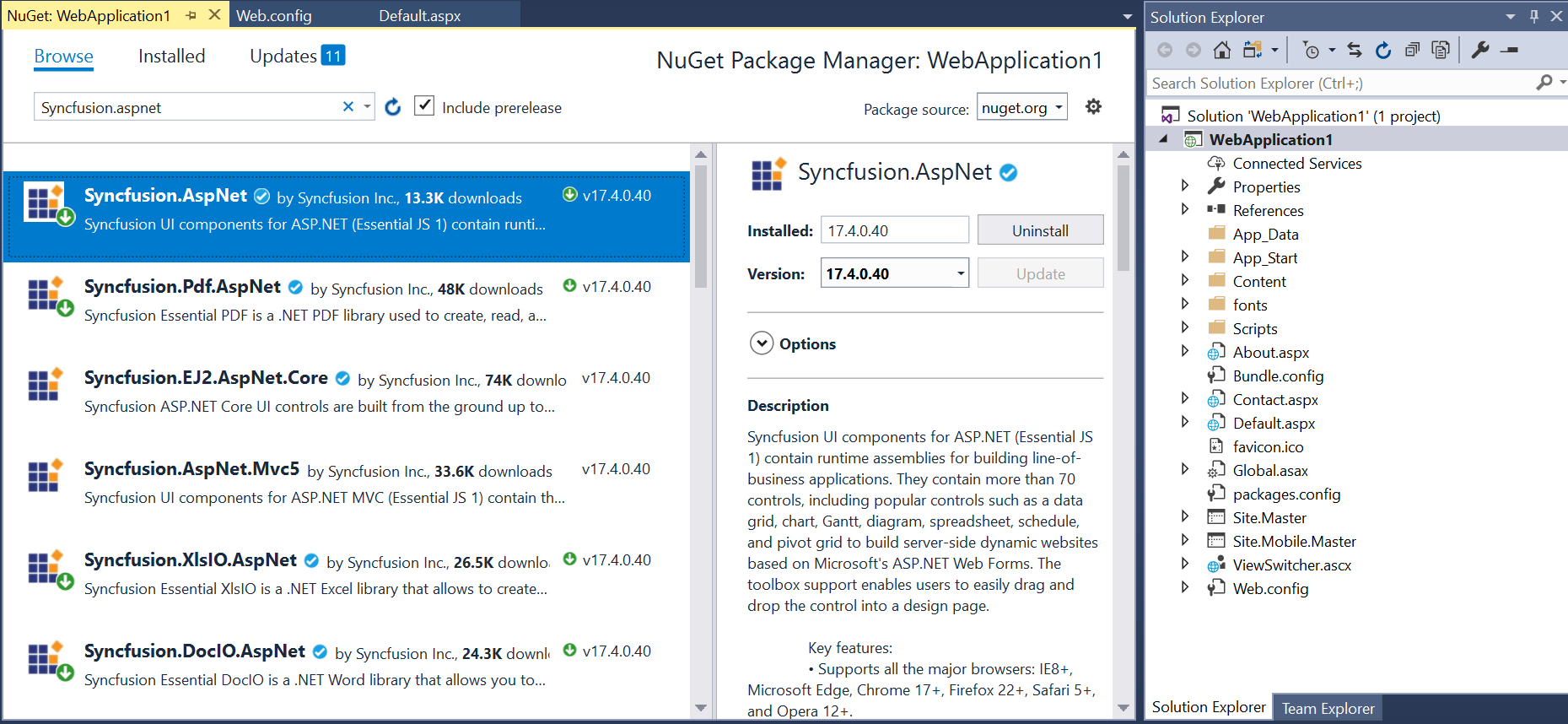
Muthukrishnan K

**03/01/2020**

Hi Bert,

Thanks for the update.

To run the previously updated sample, you need to install the ***Syncfusion.AspNet*** nuget package. Refer the below image for reference.



After installing the Nuget packages then build the solution and run it.

If you still facing problem refer the below pages.

<https://stackoverflow.com/questions/32780315/could-not-find-a-part-of-the-path-bin-roslyn-csc-exe>

<https://blogs.msdn.microsoft.com/jpsanders/2018/02/22/error-could-not-find-a-part-of-the-path-esitesroot0binroslyncsc-exe/>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 259887 - Change default color

**06/01/2020**

Hi Jason,

Greetings from Syncfusion support.

You can change the default color for the Chip items by using CssClass property. Add custom class for Chip control then add styles based on this custom class. Refer the below code block.

|  |
| --- |
| <**EjsChipList** **Selection**="Selection.Single" **CssClass**="custom" **SelectedChips**="@IsSaleSelected">  <**ChipCollection**>  <**ChipListChip** **Text**="One"></**ChipListChip**>  <**ChipListChip** **Text**="Two"></**ChipListChip**>  </**ChipCollection**>  </**EjsChipList**>  <style>  /\* Style for Unselected chip \*/  .e-chip-list .e-chip.custom {  background-color: grey;  }  /\* Style for selected chip \*/  .e-chip-list .e-chip.custom.e-active {  background-color: orange;  }  </style> |

We have prepared sample for your convenience, refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/BlazorApp2-884897081.zip>

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

### 259949 - Filter Syncfusion tree view VueJs control

**06/01/2020**

Hi Ajit,

Greetings from Syncfusion support.

You can filter the tree nodes based on their text using **DataManager** plugin and **fields** property of TreeView component. The following code example demonstrates how to filter the tree nodes in TreeView.

**[Treeview.Vue]**

|  |
| --- |
| export default Vue.extend({  data() {  return {  fields: {  dataSource: localData,  id: "id",  parentID: "pid",  text: "name",  hasChildren: "hasChild"  }  };  },  methods: {  changeDataSource: function(data) {  this.fields = {  dataSource: data,  id: "id",  parentID: "pid",  text: "name",  hasChildren: "hasChild"  };  },  getFilterItems: function(fList, list) {  var nodes = [];  nodes.push(fList["id"]);  var query2 = new Query().where("id", "equal", fList["pid"], false);  var fList1 = new DataManager(list).executeLocal(query2);  if (fList1.length !== 0) {  var pNode = this.getFilterItems(fList1[0], list);  for (var i = 0; i < pNode.length; i++) {  if (nodes.indexOf(pNode[i]) === -1 && pNode[i] != null)  nodes.push(pNode[i]);  }  return nodes;  }  return nodes;  },  searchNodes: function(args) {  var \_text = args.value;  var predicats = [],  \_array = [],  \_filter = [];  if (\_text === "") {  this.changeDataSource(localData);  } else {  var predicate = new Predicate("name", "contains", \_text, true);  var filteredList = new DataManager(localData).executeLocal(  new Query().where(predicate)  );  for (var j = 0; j < filteredList.length; j++) {  \_filter.push(filteredList[j]["id"]);  var filters = this.getFilterItems(filteredList[j], localData);  for (var i = 0; i < filters.length; i++) {  if (\_array.indexOf(filters[i]) === -1 && filters[i] != null) {  \_array.push(filters[i]);  predicats.push(new Predicate("id", "equal", filters[i], false));  }  }  }  if (predicats.length === 0) {  this.changeDataSource([]);  } else {  var query = new Query().where(new Predicate.or(predicats));  var newList = new DataManager(localData).executeLocal(query);  this.changeDataSource(newList);  var \_proxy = this.$refs.treeObj;  setTimeout(function() {  \_proxy.expandAll();  }, 100);  }  }  }  }  }); |

We have prepared sample for your reference, refer to the below link for the sample.

<https://codesandbox.io/s/syncfusiontreeview-filtering-3bhe9>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 259762 - How to validate a dropdownlist in a DialogTemplate

**06/01/2020**

Hi Team,

Validation of ComboBox can be done on form submission using jQuery Validations by using name attribute. If you are not adding any name attribute for ComboBox then we consider id of combobox as a name attribute. Based on this name attribute we have added validation for combobox control. Also, you can remove this error message during item selection through select or change event of ComboBox.

Refer to the below link for the sample.

<https://jsplayground.syncfusion.com/4darwswp>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

Hi Team,

We have checked your reported problem in our end. In our DropDownList control we have added name attribute for hidden type input element. We have found that in your Kanban source you have added ***ignore*** value as “***e-hide, :hidden”.*** Because of this ignore value validation was not working only with the Kanban control.

Refer the below screenshot.



Please let us know If you have any concerns.

Regards,

Muthukrishnan K

### 260038 - Floating Labels with Web Forms?

**07/01/2020**

Hi Bill,

Greetings from Syncfusion support.

We have provided **floatLabelType** support in EJ2 input components only. Currently we haven’t provided this support to EJ1 components. You can use your own styles to customize the ComboBox.

Refer the below API documentation link to know more about floatLabelType in ComboBox.

<https://ej2.syncfusion.com/documentation/api/combo-box/#floatlabeltype>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 259785 - Uploadbox onclick without file selection

**07/01/2020**

Hi Alexandre,

Thanks for the update.

Your requested customization was not feasible to implement in EJ1 UploadBox control. If you want to use preload functionality in your project you can use EJ2 File Upload control.

Refer the below sample link for EJ2 File Upload with preload functionality, <https://ej2.syncfusion.com/aspnetmvc/Uploader/PreloadFiles#/material>

**Note:** We can also integrate both EJ2 components & EJ1 controls in the same application. Please refer following documentation,

**Compatibility with EJ1:** <https://ej2.syncfusion.com/documentation/getting-started/compatible-with-essential-js1/>

**Compatibility with EJ2:** <https://help.syncfusion.com/js/compatibility>

**Syncfusion EJ2** has several advantages over the **Syncfusion EJ1** first-generation library since it has been built from the ground up to be more modular, lightweight, responsive, fast and has no external dependencies.

We will ensure that a control in Essential JS 2 will have feature parity with its equivalent in Essential JS 1 before it is officially released.

Please, let us know if you like to switch from EJ1 UploadBox to EJ2 File Upload component in your application. We will also be happy to provide any required assistance for migration.

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 150424 - Treeview Drag Drop On Scroll Div

**07/01/2020**

Hi Bizkracks,

Thanks for contacting Syncfusion support.

We have already validated this requirement and considered this as a feature from our end, it will be included in our Volume 4 SP1 Release which is expected to be released at the end of January.

Refer the below link for feature status.

<https://www.syncfusion.com/feedback/10837/auto-scroll-not-working-for-clone-element>

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

### 150444 - Remove Pink style when Renaming a node in treeview

**08/01/2020**

Hi Niloofar,

Thanks for contacting Syncfusion support.

In Syncfusion EJ2 TreeView, while editing tree nodes default theme (material) styles were added to the component. Refer the below code block to customize these styles in your sample.

**[Index.js]**

|  |
| --- |
| export class TreeView extends SampleBase {      fields = {dataSource: dataSource.Data, id:'id', text:'name', child:'child'};      render() {          return (<div className="control-pane">                      <h4>TreeView</h4>                      <div className="content">                        <TreeViewComponent id='sfTreeView'                          fields={this.fields}                          allowEditing={true} />                      </div>                  </div>);      }  }  render(<TreeView />, document.getElementById('sample')); |

We have added styles based on the TreeView component id property, these styles will not affect the any other TreeView in the same project.

**[index.css]**

|  |
| --- |
| #sfTreeView.e-treeview .e-list-item.e-active > .e-text-content,  #sfTreeView.e-treeview .e-list-item.e-active > .e-text-content .e-list-text {    color: green;  }  #sfTreeView.e-treeview .e-list-item.e-editing.e-active > .e-text-content .e-list-text .e-input::selection,  #sfTreeView.e-treeview .e-list-item.e-editing.e-hover > .e-text-content .e-list-text .e-input::selection {        color: green;        background: gold;  }  #sfTreeView.e-treeview .e-input-group::after, #sfTreeView.e-treeview .e-input-group::before {      background: green;  } |

We have prepared sample for your convenience, refer to the below link for the sample.

<https://stackblitz.com/edit/tree-nodeediting-customization>

Refer the below link for TreeView component node editing sample in different themes.

**Material:** <https://ej2.syncfusion.com/react/demos/#/material/treeview/node-editing>

**Fabric:** <https://ej2.syncfusion.com/react/demos/#/fabric/treeview/node-editing>

**Bootstrap:** <https://ej2.syncfusion.com/react/demos/#/bootstrap/treeview/node-editing>

**Bootstrap4**: <https://ej2.syncfusion.com/react/demos/#/bootstrap4/treeview/node-editing>

**High Contrast**: <https://ej2.syncfusion.com/react/demos/#/highcontrast/treeview/node-editing>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 150038 - I need different page of Document Editor,Diagram and Spreadsheet with full menu and with dropdown tree on each page

**08/01/2020**

Hi Team,

You can navigate the page when you select the items in the DropDownTree component using the select event. You can add your controls in different page and customize the navigation based on your requirements.

Refer the below code block:

|  |
| --- |
| $('#dropdown1').ejDropDownTree({  treeViewSettings: {  fields: {  id: "id",  parentId: "pid",  text: "name",  hasChild: "hasChild",  dataSource: ej.DataManager(localData),  expanded: "expanded"  }  },  watermarkText: "Navigate to Page",  width: "100%",  enableFilterSearch: true,  select: function (args) {  location.replace("http://localhost:55221/Home/" + args.value);  }  });  });  </script> |

Refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication1-692510033.zip>

You can also integrate both EJ2 components & EJ1 controls in the same application. Please refer following documentation,

**Compatibility with EJ1:** <https://ej2.syncfusion.com/documentation/getting-started/compatible-with-essential-js1/>

**Compatibility with EJ2:** <https://help.syncfusion.com/js/compatibility>

Please let us know if you have any concerns.

Regards,

Muthukrishnan K

### 260362 - NodeClick cause error - version 41 vs 40

**09/01/2020**

Hi Serhii,

Greetings from Syncfusion support.

We were able to reproduce your reported problem (***nodeclick cause error***) in our end and confirmed this as a defect in our end. Now we have fixed this issue and included in the latest version **(17.4.42)**.kindly update the package to latest version to resolve this issue.

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 260068 - Knockout support

**09/01/2020**

Hi Mathew,

Greetings from Syncfusion support.

Yes, Syncfusion Essential JS providing support of KnockoutJS for all the Syncfusion widgets. We have prepared EJ DatePicker sample in KnockoutJS for your convenience. Kindly refer to the below link for the sample.

<https://jsplayground.syncfusion.com/fnaxj4ty>

Refer the below documentation link to know about, how to integrate Syncfusion controls in the KnockoutJS.

<https://help.syncfusion.com/js/knockoutjs>

Refer the below link for KnockoutJS demo samples,

<https://js.syncfusion.com/demos/web/#!/bootstrap/knockout/autocomplete>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 260411 - Use autocomplete within an updatepanel without updating the datasource on every postback

Hi Pablo,

Greetings from Syncfusion support.

We have checked your reported query (***Use autocomplete within an updatepanel without updating the datasource on every postback***). The default behavior of ASP .Net web pages was when we refresh the page it will destroy the components and re renders on the same page. We have also tried the way which is you have mentioned in the incident but this case datasource was assigned properly for the AutoComplete control. We have prepared sample for your reference kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApllication1VB1961770980.zip>

If you are still facing the problem, kindly modify the above sample and reproduce the reported problem it will be helpful to serve you better.

Regards,

Muthukrishnan K

### 260541 - TreeView : The width and height of node Icon/image is not getting set

**10/01/2020**

Hi Knjay,

Greetings from Syncfusion support.

We have checked your shared code snippets, we found that you have assigned string type value to ***imageProperty.*** So, that styles were not added to the tree node image. For this we need assign value for this field as object type.

Refer the below code block.

|  |
| --- |
| var localData = [  { ID: 1, Text: "Item 1", Expanded: true },  { ID: 2, Text: "Item 2", Checked: true },  { ID: 3, Text: "Item 3" },  {  ID: 4, Text: "Item 4", imageProperty: { width: 20, height: 20 },  imageUrl: "http://cdn.syncfusion.com/13.3.0.7/js/web/flat-azure/images/ajax-loader.gif"  },  { ID: 5, Parent\_ID: 1, Text: "Item 1.1" },  { ID: 6, Parent\_ID: 1, Text: "Item 1.2" }  ]; |

We have prepared sample for your reference kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ASP_Treeview-487657140.zip>

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

### 260509 - Is there a way to stop the file explorers to load all data at page load?

**10/01/2020**

Hi Bill,

Greetings from Syncfusion support.

Yes, it is possible in EJ File Explorer control. For this scenario, you can use [showThumbnail](https://help.syncfusion.com/api/js/ejfileexplorer#members:showthumbnail) as false it will reduce the loading time. If you want another option, you can set [layout](https://help.syncfusion.com/api/js/ejfileexplorer#members:layout) as grid view on initial time it will resolve your loading time of images in File Explorer.

Refer the following code block.

|  |
| --- |
| <ej:FileExplorer ID="fileexplorer" runat="server" Layout="Grid" ShowThumbnail="false" IsResponsive="true" Width="100%"  AjaxAction="DefaultFunctionalities.aspx/FileActionDefault" Path="~/FileBrowser/"> |

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 260498 - Drag and drop the list item to the text editor specific position based on the mouse point

**10/01/2020**

Hi Peter,

Greetings from Syncfusion support.

We have checked your reported query in EJ1 RTE component. we have not provided the drag and drop support for EJ1 RTE component. We have tried to achieve your requirement in sample level, but we were unable to do this because in EJ1 we have used iframe to render the RTE component. This iframe element not allowed to drop the element from another document.

In EJ2 we have used div element to render the RTE component. If we implement the same structure in EJ1 RTE then it will take so much of time. Now we have implementing the new features in EJ2 alone. Kindly update to the EJ2 RTE component.

**Note:** We can also integrate both EJ2 components & EJ1 controls in the same application. Please refer following documentation,

**Compatibility with EJ1:** <https://ej2.syncfusion.com/documentation/getting-started/compatible-with-essential-js1/>

**Compatibility with EJ2:** <https://help.syncfusion.com/js/compatibility>

**Syncfusion EJ2** has several advantages over the **Syncfusion EJ1** first-generation library since it has been built from the ground up to be more modular, lightweight, responsive, fast and has no external dependencies.

We will ensure that a control in Essential JS 2 will have feature parity with its equivalent in Essential JS 1 before it is officially released.

Please, let us know if you like to switch from EJ1 RTE to EJ2 RTE component in your application. We will also be happy to provide any required assistance for migration.

Regards,

Muthukrishnan K

**24/01/2020**

Hi Peter,

Thanks for the update.

As, you mentioned, you have implemented drag and drop feature in EJ1 editor. We are not clear about what kind of methods and steps you have used to implement drag and drop in EJ1 RTE.

Kindly share the following details,

1. Your RTE drag and drop sample
2. Video of your facing problem

It will be helpful to provide prompt solution for your requirement.

Regards,

Muthukrishnan K

### 261184 - slow ejRte rendering

**17/01/2020**

Hi Simone,

Greetings from Syncfusion support.

We have checked your query that EJ RTE was rendering slow when page have many RTE control. This problem not depends on the RTE control, it depends on the browser. When page contains the more scripts and styles files then it takes some time, this loading time varies between different browsers. You can optimize this by referring only required scripts and styles. We have custom script generator (CSG) tool to create a single file that packs together only the required scripts and CSS files together.

Refer the below documentation link to know more about CSG.

<https://help.syncfusion.com/js/custom-script-generator>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

**20/01/2020**

Hi Simone,

Thanks for the update.

We were not able to optimize the loading time of multiple RTE controls in the same page. But we can render the RTE controls when scrolling the page. If you ok with this, we can help you to do this.

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

**24/01/2020**

Hi Simone,

Thanks for the update.

In your page you can reduce RTE rendering time by adding only required tool items to RTE control. We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://jsplayground.syncfusion.com/hc3zlyf1>

Refer the below documentation link to know more about toolbar configuration in RTE.

<https://help.syncfusion.com/js/richtexteditor/user-interface>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 261084 - ej:DropDownList multiselect

**17/01/2020**

Hi Nicolas,

Greetings from Syncfusion support.

We have checked your query. We suspect that you have not referred scripts and styles in following order. To resolve this issue kindly refer the scripts and styles like below.

|  |
| --- |
| <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" />  <script src='<%= Page.ResolveClientUrl("~/Scripts/jquery-3.3.1.min.js")%>' type="text/javascript"></script>  <script src='<%= Page.ResolveClientUrl("~/Scripts/jsrender.min.js")%>' type="text/javascript"></script>  <script src='<%= Page.ResolveClientUrl("~/Scripts/ej/ej.web.all.min.js")%>' type="text/javascript"></script>  <script src='<%= Page.ResolveClientUrl("~/Scripts/ej/ej.webform.min.js")%>' type="text/javascript"></script> |

Refer the below link to know about referring scripts.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls#adding-the-required-javascript-files>

If you are still facing issues kindly share the following details.

1. Issue reproducing sample
2. Master page of your sample and web.config file.
3. Screen shot of your issue

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 150568 - Add Feature to handle Guid.Empty as root node

**17/01/2020**

Hi Scott,

Thanks for the update.

In Syncfusion Treeview control, parentId of root node must be a null value. Guid empty value is “***00000000-0000-0000-0000-000000000000***”. If we considered this guid empty in EJ2 Treeview then others can also set the “***0***” to the parentId then it will break for the existing customers. For your case kindly use code like below to resolve your problem otherwise you can use hierarchical type data.

Refer the below code block.

|  |
| --- |
| protected override void OnInitialized()  {  base.OnInitialized();  MyFolder.Add(new MailItem  {  Id = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247482"),  ParentId = new Guid(),  FolderName = "Inbox",  HasSubFolders = true,  Expanded = true  });  MyFolder.Add(new MailItem  {  Id = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247483"),  ParentId = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247482"),  FolderName = "Categories",  Expanded = true,  HasSubFolders = true  });  MyFolder.Add(new MailItem  {  Id = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247484"),  ParentId = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247483"),  FolderName = "Primary"  });  MyFolder.Add(new MailItem  {  Id = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247485"),  ParentId = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247483"),  FolderName = "Social"  });  MyFolder.Add(new MailItem  {  Id = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247486"),  ParentId = new Guid("9245fe4a-d402-451c-b9ed-9c1a04247483"),  FolderName = "Promotions"  });  for(var i=0; i<MyFolder.Count; i++)  {  if(MyFolder[i].ParentId == new Guid())  {  MyFolder[i].ParentId = null;  }  }  } |

Refer the below link to know about hierarchical data binding for Treeview.

<https://ej2.syncfusion.com/blazor/documentation/treeview/data-binding/?no-cache=1#hierarchical-data>

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

### 150683 - Setting initial root folder dynamically for different users...

**17/01/2020**

Hi Jose,

Thanks for contacting Syncfusion support.

You can change the root directory based on the user id by using the [***beforeSend***](https://ej2.syncfusion.com/documentation/api/file-manager/fileManagerModel/#beforesend) event of File Manager component. You can add the custom parameters in File Manager using event beforeSend.

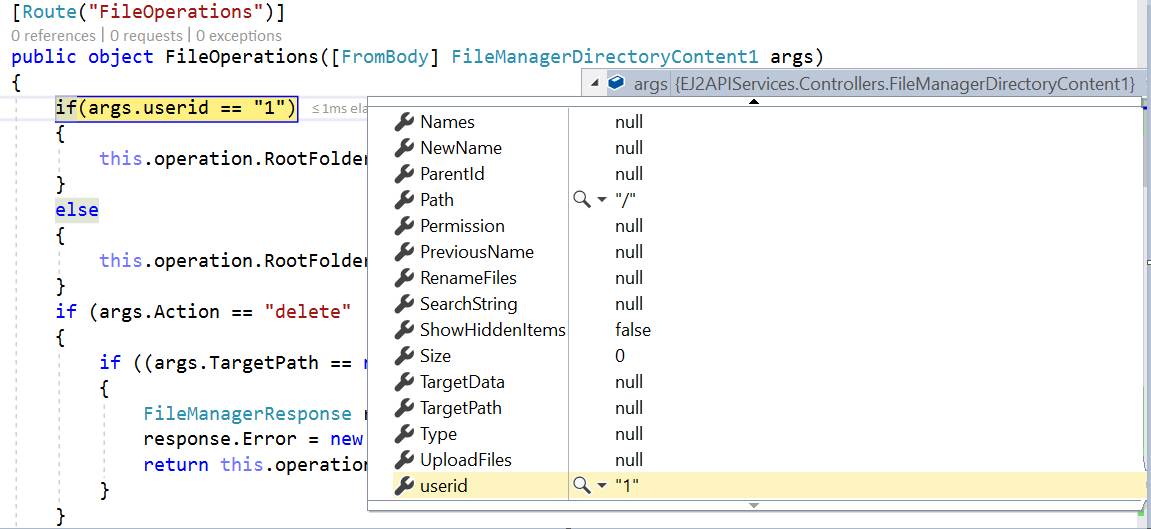
Refer the below code block to add custom parameters.

|  |
| --- |
| OnbeforeSend: function(args){  var data = JSON.parse(args.ajaxSettings.data);  *// Add custom parameter userid*  data["userid"] = "1";  *// Add custom parameter in ajax settings*  args.ajaxSettings.data = JSON.stringify(data);  } |

You can add the custom class in controller part and use the class in fileOperations.

|  |
| --- |
| public class FileManagerDirectoryContent1  {  public FileManagerDirectoryContent[] Data { get; set; }  public bool ShowHiddenItems { get; set; }  public string SearchString { get; set; }  public bool CaseSensitive { get; set; }  public IList<IFormFile> UploadFiles { get; set; }  public string[] RenameFiles { get; set; }  public string TargetPath { get; set; }  public string ParentId { get; set; }  public string FilterId { get; set; }  public string FilterPath { get; set; }  public string Id { get; set; }  public string Type { get; set; }  public bool IsFile { get; set; }  public bool HasChild { get; set; }  public DateTime DateCreated { get; set; }  public DateTime DateModified { get; set; }  public string PreviousName { get; set; }  public long Size { get; set; }  public string Name { get; set; }  public string[] Names { get; set; }  public string NewName { get; set; }  public string Action { get; set; }  public string Path { get; set; }  public string userid { get; set; }  public FileManagerDirectoryContent TargetData { get; set; }  public AccessPermission Permission { get; set; }  } |

Refer the below screenshot, we can get the custom parameter value in event argument.



We have prepared sample for your convenience kindly refer to the below link for the sample.

<https://codesandbox.io/s/filemanager-customparameters-uklgq>

we have prepared file operation services based on your requirement refer the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ej2-aspcore-file-provider-master65171915.zip>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 261097 - Event handler missing

**17/01/2020**

Hi Chad,

Currently we are validating your requirement, we will update you further details on (20th January 2020).

Please be patience until then.

Regards,

Muthukrishnan K

**20/01/2020**

Hi Chad,

Thanks for being patience.

Since, Syncfusion EJ2 Blazor Slider in preview state. we are not provided support to customize some data like Date, Time. We will include this features and Slider will be moved to stable state in upcoming volume 1 release. You can track the status of this issue through the below portal link.

<https://www.syncfusion.com/feedback/11376/provide-tooltip-and-ticks-customization-support-for-slider>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 261233 - Dynamically added DatePicker not getting value

**17/01/2020**

Hi Blessy,

Greetings from Syncfusion support.

Currently we are validating your reported problem we will update the further details on (20th January 2020).

Please be patience until then.

Regards,

Muthukrishnan K

**20/01/2020**

Hi Blessy,

Thanks for being patience.

The default behavior of ASP .Net web pages was when we do submit action the page it will destroy the components and re renders on the same page. So, Syncfusion DatePicker value was not maintained in form submit. For this scenario we can get the value of DatePicker using HttpRequest and then we can reassign the value to DatePicker control during the control creation.

Refer the below code block.

|  |
| --- |
| Protected Sub Page\_Load(ByVal sender As Object, ByVal e As EventArgs) Handles Me.Load  If IsPostBack Then  Result = Request.Form("MainContent\_dtDate\_")  End If  LoadHeaderControls()  End Sub |

|  |
| --- |
| Private Function CreateControl(accdPane As AjaxControlToolkit.AccordionPane) As String  Dim sControlName As String = Nothing  accdPane.ContentContainer.Controls.Add(New LiteralControl("<td>"))  Dim lblDate As New Label  lblDate.Text = "Date"  lblDate.ID = "lbl"  lblDate.CssClass = "LblHead"  accdPane.ContentContainer.Controls.Add(lblDate)  accdPane.ContentContainer.Controls.Add(New LiteralControl("</td><td>"))  Dim dtDate As New Global.Syncfusion.JavaScript.Web.DatePicker  dtDate.ID = "dtDate\_"  If IsPostBack Then  dtDate.Value = Result  End If |

We have prepared sample for your convenience kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication1VB-212081186.zip>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 261000 - Form template in addItem of tab

**17/01/2020**

Hi Ceasar,

Thanks for the update.

We are preparing sample for your convenience, we will update you further details on (20th January 2020).

Please be patience until then.

Regards,

Muthukrishnan K

### 261399 - Grid Paging Size Updated from Drop Down Reference Error

**20/01/2020**

Hi Nikki,

Greetings from Syncfusion support.

The reported issue was able to reproduceable in our end. This is bug in our pager component. This fix will be included in our Volume 4 SP1 release. You can track the status of this issue through the below portal link.

<https://www.syncfusion.com/feedback/11355/getting-console-error-when-changing-grid-page-size-using-dropdown>

Regards,

Muthukrishnan K

### 261310 - unable to clicked checkbox

**20/01/2020**

Hi Saravanan,

Greetings from Syncfusion support.

We have checked your reported problem (***unable to clicked checkbox***), we have found that in your shared code you have called React **useState()** method when clicking the tree node checkbox. Because of this component was re rendered when you click the TreeView node checkbox, so that checked node was not maintained.

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

**22/01/2020**

Hi Saravanan,

Thanks for the update.

In Syncfusion EJ2 TreeView, you can get the data of entire treeview by calling method [getTreeData](https://ej2.syncfusion.com/documentation/api/treeview#gettreedata). After getting TreeView datasource then you need to update this data to TreeView using **useState()** method to maintain the checked state. Kindly refer the below code block.

|  |
| --- |
| function nodeChecked(args) {      var selectedAction = args.action;      if (selectedAction == "check") {        var selectedData = args.data;        var newSelectedData = selectedData          .filter(item => item.parentID)          .map((foundObj, idx) => {            console.log(foundObj);            var NewSelectedFeature = {              featureId: foundObj.id            };            return NewSelectedFeature;          });        console.log(newSelectedData);        console.log(1);        var data = this.getTreeData();        SetFeaturesValueId(newSelectedData);        settreeViewData(data);      } else {        var selectedData = args.data; |

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

**23/01/2020**

Hi Saravanan,

Thanks for the update.

Your reported problem was arises when you use the **useState()** method. When you are using this method, the component will be re-rendered on the page that’s why checked state was not maintained in TreeView component. So that in previous update we suggested you get the tree view data source and assign the same data after storing the id using useState.

If you just want to know the checked nodes then you will get simply by using the property [checkedNodes](https://ej2.syncfusion.com/documentation/api/treeview/#checkednodes). You can also get the individual data of tree node using method [getTreeData](https://ej2.syncfusion.com/documentation/api/treeview/#gettreedata)()by passing the node id.

Refer the below code block:

|  |
| --- |
| function nodeChecked(args) {      var selectedAction = args.action;      if (selectedAction == "check") {        var selectedData = args.data;        var newSelectedData = selectedData          .filter(item => item.parentID)          .map((foundObj, idx) => {            console.log(foundObj);            var NewSelectedFeature = {              featureId: foundObj.id            };            return NewSelectedFeature;          });        console.log(newSelectedData);        console.log(1);        var checkedNode = this.checkedNodes;        var data = [];        for(var i=0; i<checkedNode.length; i++){          data[i] = this.getTreeData(checkedNode[i]);        }        console.log(data);        SetFeaturesValueId(newSelectedData);      } else {        var selectedData = args.data; |

We have modified your sample, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeViewCheckbox-1756391143.zip>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 11311 - Feedback - EjsTreeView - NodeTemplate is Not Handling Context Item Enums Correctly

**20/01/2020**

Hi Buck,

Greetings from Syncfusion support.

We were able to reproduce your reported problem in our end. we will validate this issue and update you on tomorrow (21st January 2020).

Regards,

Muthukrishnan K

**22/01/2020**

Hi Buck,

Greetings from Syncfusion support.

We were able to reproduce your reported problem in our end. we confirmed this is bug in our end. we will fix this issue and include in February 2nd week patch release.

Feedback: <https://www.syncfusion.com/feedback/11311/ejstreeview-nodetemplate-is-not-handling-context-item-enums-correctly>

Jira task: <https://syncfusion.atlassian.net/browse/BLAZ-2073>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 261028 - Context menu auto-closes after open if using word wrapped columns

**21/01/2020**

Hi Shameer,

We have checked this issue in our EJ1 Menu component. We have found that ***\_calculateContextMenuPosition*** method was overwritten by spreadsheet source. So that when we open the context menu above mentioned method was called from spreadsheet source instead of menu source. Can you please ask the notes update from EJ1 SpreadSheet team.

**[EJ1 Menu]**

|  |
| --- |
| \_calculateContextMenuPosition: function (e) {  var locationX, locationY;  this.element.css({"top": "", "left": ""});  locationX = (e.clientX + this.element.width() < $(window).width()) ? e.pageX : e.pageX - this.element.width();  locationY = (e.clientY + this.element.height() < $(window).height()) ? e.pageY : (e.clientY > this.element.height()) ? e.pageY - this.element.height() : $(window).height() - this.element.outerHeight();  var bodyPos = $("body").css("position") != "static" ? $("body").offset() : { left: 0, top: 0 };  locationX -= bodyPos.left, locationY -= bodyPos.top;  return {  X: locationX,  Y: locationY  };  }, |

**[EJ1 SpreadSheet]**

|  |
| --- |
| ej.Menu.prototype.\_calculateContextMenuPosition = function (e) {  var menuId = this.element.get(0).id, spreadId = this.element.data("id"), xlObj = $("#" + spreadId).data('ejSpreadsheet'), locationX, locationY, totHeight;  this.element.css({ "top": "", "left": "" });  locationX = (e.clientX + this.element.width() < $(window).width()) ? e.pageX : e.pageX - this.element.width();  totHeight = (xlObj && menuId.indexOf(spreadId + '\_contextMenuFooter') > -1) ? xlObj.element.height() : $(window).height();  locationY = (e.clientY + this.element.height() < totHeight) ? e.pageY : (e.clientY > this.element.height()) ? e.pageY - this.element.height() : totHeight - this.element.outerHeight();  var bodyPos = $("body").css("position") != "static" ? $("body").offset() : { left: 0, top: 0 };  locationX -= bodyPos.left, locationY -= bodyPos.top;  return {  X: locationX,  Y: locationY  };  }; |

Regards,

Muthukrishnan K

**21/01/2020**

Hi Team,

We regret for the inconvenience.

We have confirmed reported problem was bug in ejMenu component. We will fix this issue and include in February 2nd week patch release. You can track the status through the portal link.

<https://www.syncfusion.com/feedback/11441/context-menu-was-automatically-closed>

Please be patience until then.

Regards,

Muthukrishnan K

**12/02/2020**

Hi Gary,

Thanks for being patience.

We are glad to announce that our patch release **(v17.4.49)** is rolled out successfully. In this release, we have included a fix for **(*Context menu auto-closes after open if using word wrapped columns)***. To resolve your issue, kindly update the package to the latest version (v17.4.49).

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

### 261507 - How to validate Combobox only allow the dropdown value to be selected?

**21/01/2020**

Hi Pam,

Greetings from Syncfusion support.

We have checked your query in EJ1 ComboBox control. For this case you can use the [allowCustom](https://help.syncfusion.com/api/js/ejcombobox#members:allowcustom) property. When we set the false for this property then it not allows the user defined values which is not exist in the data source.

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

Sample: <https://jsplayground.syncfusion.com/ds2aqxiw>

**23/01/2020**

**JQuery Validation:**

If we set allowCustom property as false then it will not accept user defined values which is not in the data source. If you want to validate this empty value you can use jQuery validation for EJ ComboBox control. Also, you can remove this error message during item selection through select or change event of ComboBox. Refer the below code block to validate ComboBox control using jQuery Validation.

|  |
| --- |
| @{  string[] datasource = new string[] { "Badminton", "Cricket", "Football", "Golf", "Tennis" };  }  <form id="form1">  <div class="frame">  <div class="row">  <div class="col-xs-8 col-sm-4">  <span class="txt">Select Game</span>  <**ej-combo-box** id="gameList" **datasource**="datasource" **allow-custom**="false" **auto-fill**="true" **select**="select">  <**e-combo-box-fields** **text**="text" />  </**ej-combo-box**>  <label class="message"></label>  </div>  </div>  <button type="submit" id="valid" onclick="validate()"> Validate</button>  </div>  </form>  <script type="text/javascript">  function validate()  {  var rules = {};  $("form[id$=form1] select[name$=gameList]").each(function () {  rules[this.name] = "required";  });  $('form[id$="form1"]').validate({  rules: rules,  errorPlacement: function (error, element) {  $(error).insertAfter($(".message"));  }  });  }  function select(args)  {  if(args.value!="")  {  $("label.error").css("display", "none") //hide error message when value is selected.  }  }  </script>  <style>  .error {  color: red;  }  </style> |

We have prepared sample for your convenience. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ComboBoxValidation-2036254183.zip>

Refer the below documentation link for jQuery validation in EJ ComboBox control.

<https://help.syncfusion.com/aspnet-core/combobox/how-to#validation-of-combobox-using-jquery-validator>

**23/01/2020**

Hi Pam,

Thanks for the update.

In EJ ComboBox control, we have provided event [customValueSpecifier](https://help.syncfusion.com/api/js/ejcombobox#events:customvaluespecifier) this event triggers when adding any custom value to ComboBox control. For your scenario, you can use this event to identify the user defined value, based on this you can show the error message. Also, you can remove this error message during item selection through select or change event of ComboBox. We have simply showed the error message using the label you can customize the error based on your requirements. Refer the below code block for reference.

|  |
| --- |
| @{  string[] datasource = new string[] { "Badminton", "Cricket", "Football", "Golf", "Tennis" };  }  <div class="control" style="width:200px">  <label>Select Game</label>  <**ej-combo-box** id="gameList" **datasource**="datasource" **allow-custom**="true" **auto-fill**="true" **select**="select" **custom-value-specifier**="CustomValue" **change**="onChange">  <**e-combo-box-fields** **text**="text" />  </**ej-combo-box**>  <label class="error-message"></label>  </div>    <script type="text/javascript">  function CustomValue(args) {  $('.error-message')[0].innerHTML = "Enter a valid value";  $('.error-message').css("display", "inline-block");  }  function select(args)  {  if (args.itemData) {  $("label.error-message").css("display", "none");  }  }  function onChange(args) {  if (args.value == null) {  $("label.error-message").css("display", "none");  }  }  </script>  <style>  .error-message {  color: red;  }  </style> |

We have prepared sample for your convenience. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ComboBoxValidation-172442655.zip>

Refer the below documentation link for jQuery validation in EJ ComboBox control.

<https://help.syncfusion.com/aspnet-core/combobox/how-to#validation-of-combobox-using-jquery-validator>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

**24/01/2020**

Hi Pam,

Thanks for the update.

We have prepared ComboBox validation sample in .NET Web as per your requirement. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ComboBox_Validation-768598413.zip>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 261502 - Contact : do you have a ASP.NET Image editor?

**21/01/2020**

Hi Greg,

Greetings from Syncfusion support.

We have already validated this requirement and considered this as a feature from our end, it will be included in our anyone of upcoming volume release.

Generally, we will plan the feature implementation based on feature rank, Wishlist plan and customer request count for some feature.

You can track the feature status through the below portal link.

<https://www.syncfusion.com/feedback/8515/image-editor-control>

Regards,

Muthukrishnan K

### 261547 - collapsing on re-render

**21/01/2020**

Hi Thara,

Greetings from Syncfusion support.

***Query: When Tree view component parent state is updated, Tree view component collapses all the expanded nodes.***

In React framework, if component state has changed then basically it will re-render the everything all the time in the page. So, that TreeView expanded nodes were changed to default state.

Your shared sample not in runnable state. If we misunderstood your query, can you please explain your problem in TreeView control with some more additional details. If possible, can you please reproduce your reported problem in the below sample. It will be helpful to resolve your problem easily.

<https://stackblitz.com/edit/tree-node-collapse?file=index.js>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

**22/01/2020**

Hi Thara,

Thanks for the update.

You can persist the same state for TreeView component after updating the state in React. You can get the data of entire treeview by calling method [getTreeData](https://ej2.syncfusion.com/documentation/api/treeview#gettreedata). After getting TreeView datasource then you need to update this data to TreeView using **useState()** method to maintain the expanded state.

Refer the below code block;

|  |
| --- |
| function nodeSelected(args) {        var selectedData = args.nodeData;        console.log(selectedData);        var data = this.getTreeData();        SetFeaturesValueId(selectedData);        settreeViewData(data);    } |

We have prepared sample for your convenience. kindly refer to the below link for the sample.

<https://stackblitz.com/edit/tree-nodeselected-state?file=index.js>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 261543 - refresh dynamically selected tree view

**21/01/2020**

Hi Ignacio,

Greetings from Syncfusion support.

We have checked your shared code, your tried way to get Treeview instance is EJ1. Refer the below code block to get EJ2 TreeView instance.

|  |
| --- |
| var treeObj = document.getElementById("default").ej2\_instances[0]; |

We have prepared sample for your convenience, in this sample we have called refresh method inside the nodeDragStop event. Refer the below link for the sample.

<https://stackblitz.com/edit/angulr-tree-refresh?file=app.component.ts>

When we call the refresh method then TreeView control will be re rendered on the page. We didn’t understand your real time scenario can you explain in detail what you have try to do with TreeView. It will be helpful to serve you better.

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 261638 - Validation using MaskEdit

**21/01/2020**

Hi Alexandre,

Greetings from Syncfusion support.

You can apply the validation rules and validation messages using in the Models level. We have prepared sample for your convenience, in this sample we have added validation rules and validation messages for MaskEdit control at the model level. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApllication11770409560.zip>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 261451 - Cascaded DatePickers

**22/01/2020**

Hi Shawn,

Thanks for the update.

You can customize the from date and to date based on the leave balance. We have prepared sample for your convenience. kindly refer the below link for the sample to know about customize the range of date picker control.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication2768152450.zip>

Also, Syncfusion EJ1 had the support for cascaded DropDownList. Kindly refer the below link for the cascaded dropdownlist sample.

<https://mvc.syncfusion.com/demos/web/dropdownlist/cascading>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 261759 - chunk upload Aurelia

**22/01/2020**

Hi Jiamin,

Greetings from Syncfusion support.

We have validated this requirement and considered this as a feature from our end, it will be included in our anyone of upcoming volume release.

Generally, we will plan the feature implementation based on feature rank, Wishlist plan and customer request count for some feature.

You can track the feature status through the below portal link.

<https://www.syncfusion.com/feedback/11443/provide-chunk-upload-support>

Regards,

Muthukrishnan K

### 261624 - How to set RTE full screen using jQuery

**22/01/2020**

Hi Sakirmohmed,

Greetings from Syncfusion support.

We have checked your requirement, we have provided option in RTE toolbar to set full screen. If you want set full screen on initial time you can set by calling the method **\_onFullScreen()**. Refer the below code block.

|  |
| --- |
| @{  Html.EJ().RTE("rteSample").Width("auto").Height("100%").ContentTemplate(@<div>  <p><b>Description:</b></p>  <p>  The Rich Text Editor (RTE) control is an easy to render in  client side. Customer easy to edit the contents and get the HTML content for  the displayed content. A rich text editor control provides users with a toolbar  that helps them to apply rich text formats to the text entered in the text  area.  </p>  </div>).MinWidth("200px").ClientSideEvents(e => e.Create("Created")).Render();  }  <script>  function Created() {  var rte = $("#rteSample").ejRTE("instance");  rte.\_onFullScreen();  }  </script> |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_FullScreen-984543287.zip>

Please let us know if you need any further assistance on this.

Regards,

Muthukrishnan K

### 150882 - Hi. How can I have chips of equal width?

**23/01/2020**

Hi Ebi,

Thanks for contacting Syncfusion support.

In our Chips control, we have provided [cssClass](https://ej2.syncfusion.com/documentation/api/chips/chipModel/#cssclass) property. For this requirement you can add custom class for chip control by using this property. Based on this custom class you can add the styles for chips. Refer the below code block.

|  |
| --- |
| <**EjsChipList** **CssClass**="custom">  <**ChipCollection**>  <**ChipListChip** **Text**="Chai"></**ChipListChip**>  <**ChipListChip** **Text**="Chang"></**ChipListChip**>  <**ChipListChip** **Text**="Aniseed Syrup"></**ChipListChip**>  <**ChipListChip** **Text**="Ikura"></**ChipListChip**>  </**ChipCollection**>  </**EjsChipList**>  <style>  .custom.e-chip {  width: 250px;  }  </style> |

We have prepared sample for your convenience. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/BlazorApp3-755592773.zip>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 261881 - capture the delete event in the chip

**23/01/2020**

Hi Oppilamani,

Greetings from Syncfusion support.

You can capture the delete event for Chip component. Refer the below code block for reference.

|  |
| --- |
| export default function App() {  function deleteEvent(deleteEventArgs) {  alert("You have deleted Chip " + deleteEventArgs.text);  }  return (  <div>  <ChipListComponent  id="chip-delete"  enableDelete={true}  delete={deleteEvent}>  <ChipsDirective>  <ChipDirective text="Anne" />  <ChipDirective text="Janet" />  <ChipDirective text="Laura" />  <ChipDirective text="Margaret" />  </ChipsDirective>  </ChipListComponent>  </div>  );  } |

Refer the below link to know about deleteEventArgs.

<https://ej2.syncfusion.com/documentation/api/chips/deleteEventArgs/>

We have prepared sample for your convenience Kindly refer to the below link for the sample.

<https://codesandbox.io/s/react-chip-ui6rk>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 261767 - Not able to remove water mark after installation of full version with key code

**23/01/2020**

***Query: When i delete the dll in bin directory i get an error rebuilding the project. How do i reload the dlls by including in webconfig.***

Hi Team,

By default, during the project build time the Visual studio restored the required assembly DLL’s to the bin folder from the system GAC location. We suspect that the issue caused due to the mentioned assembly entries in web.config is not available in your local machine.

So, kindly install the assembly related packages by using NuGet package manager window.

Still if you are facing the same issue then kindly share the below requested details will be more helpful to server better.

1. Share the error log details.
2. Web.config file.
3. Installed Syncfusion package version?

Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 262002 - Getting error while called removeNodes mothod

**23/01/2020**

Hi Ebenezer,

Greetings from Syncfusion support.

We were unable to reproduce your reported problem in EJ2 TreeView component. We have prepared TreeView sample for your convenience. In this sample we have added child node using [nodeExpanded](https://ej2.syncfusion.com/documentation/api/treeview/#nodeexpanded) event and also removed parent node in [nodeCollapsed](https://ej2.syncfusion.com/documentation/api/treeview/#nodecollapsed) event. Kindly refer the below link for the sample.

<https://codesandbox.io/s/treeview-addnode-removenode-ce14f>

If issue persist on your sample, kindly modify the above shared sample. Kindly share the following details, then only we can provide exact solution for your reported problem.

1. What kind of data source you have used to render the TreeView?
2. Screen shot of your problem.
3. share the steps to reproduce your reported problem

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 262126 - asp.net web form Dialog - scroll bar position after first time close

**24/01/2020**

Hi Manokaran,

Greetings from Syncfusion support.

You can set scrollbar at the top position on every time dialog opens. Refer the below code block to set scrollbar at top inside the dialog.

|  |
| --- |
| function openDialog() {  $("#MainContent\_dialog").ejDialog("open");  var ele = document.getElementById('MainContent\_dialog');  ele.scrollTop = 0;  } |

Your reported version (***12.2.0.42)*** was too old to provide support. So, we have prepared sample for your convenience with latest version (**17.4.0.44**). you can use the above-mentioned solution to your existing project. kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Dialog_Scrollbar760837174.zip>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 262063 - Data not reload

**24/01/2020**

Hi Nicolas,

Greetings from Syncfusion support.

We have checked your query, we suspect that you have not updated new data source properly to the DropDownList control. We have prepared DropDownList sample for your convenience in this sample we have loaded some data on initial loading after that we have updated new data source to DropDownList. Kindly refer the below code block.

**[Default.aspx]**

|  |
| --- |
| <ej:DropDownList ID="DropDownList1" runat="server" MultiSelectMode="Delimiter" DataTextField="Text" DataValueField="Value"></ej:DropDownList> |

**[Default.apx.cs]**

|  |
| --- |
| protected void Page\_Load(object sender, EventArgs e)  {  if (!IsPostBack)  {  List<Data> DropDownData = new List<Data>();  DropDownData.Add(new Data { Value = "item1", Text = "ListItem 1" });  DropDownData.Add(new Data { Value = "item2", Text = "ListItem 2" });  DropDownData.Add(new Data { Value = "item3", Text = "ListItem 3" });  DropDownData.Add(new Data { Value = "item4", Text = "ListItem 4" });  DropDownData.Add(new Data { Value = "item5", Text = "ListItem 5" });  DropDownList1.DataSource = DropDownData;  }  else  {  List<Data> DropDownData1 = new List<Data>();  DropDownData1.Add(new Data { Value = "val1", Text = "NewItem 1" });  DropDownData1.Add(new Data { Value = "val2", Text = "NewItem 2" });  DropDownData1.Add(new Data { Value = "val3", Text = "NewItem 3" });  DropDownData1.Add(new Data { Value = "val4", Text = "NewItem 4" });  DropDownData1.Add(new Data { Value = "val5", Text = "NewItem 5" });  DropDownList1.DataSource = DropDownData1;  }  }  public class Data  {  public string Value { get; set; }  public string Text { get; set; }  } |

Refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Data_Reload927713734.zip>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 262055 - Disabled "apply" button in DateRangePicker

**24/01/2020**

Hi Petra,

Greetings from Syncfusion support.

We were able to reproduce your reported problem in EJ DateRangePicker control. We need some time to analyze regarding this issue. We will update the further details in one business day on (27th January 2020).

Please be patience until then.

Regards,

Muthukrishnan K

**13/02/2020**

Hi Petra,

Thanks for the update.

In Syncfusion we have only provided CSG support for beta release, main release and SP1 release. For your reported problem we have included fix in the patch release **(v17.4.0.47).** For your convenience now we have included the fix in our last SP1 release (**v17.4.0.46**). Kindly download the custom script from the version (**v17.4.0.46**).

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 150972 - Cannot dynamically add chips

**03/02/2020**

Hi Mayur,

Thanks for the update.

On initial rendering of Syncfusion Blazor chips control if we are not adding any chip collection then it will consider as a single chip control. So, we are not able to add any dynamic chip items. For your requirement you can initialize the chip control without adding any text and add styles for empty chip to display as none. Refer the below code block.

|  |
| --- |
| <**EjsChipList** **@ref**="chip" **EnableDelete**="true" **CssClass**="custom">  <**ChipCollection**>  <**ChipListChip**></**ChipListChip**>  </**ChipCollection**>  </**EjsChipList**>  @code{  EjsButton ToggleBtn;  EjsTextBox textbox;  EjsChipList chip;  public void onToggleClick()  {  var value = this.textbox.Value;  ChipModel chips = new ChipModel();  chips.Text = value;  chip.Add(chips);  }  }  <style>  .e-chip-list .custom.e-chip:first-child {  display: none;  }  </style> |

We have also prepared sample for your convenience kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Chip-317876544.zip>

Please let us know, if you need any assistance on this.

Regards,

Muthukrishnan K

### 150963 - error in chip

**03/02/2020**

Hi Ebi,

Thanks for the update.

On initial rendering of Syncfusion Blazor chips control if we are not adding any chip collection then it will consider as a single chip control. So, we are not able to add any dynamic chip items. For your requirement you can initialize the chip control without adding any text and add styles for empty chip to display as none. Refer the below code block.

|  |
| --- |
| <**EjsChipList** **@ref**="chip" **EnableDelete**="true" **CssClass**="custom">  <**ChipCollection**>  <**ChipListChip**></**ChipListChip**>  </**ChipCollection**>  </**EjsChipList**>  @code{  EjsButton ToggleBtn;  EjsTextBox textbox;  EjsChipList chip;  public void onToggleClick()  {  var value = this.textbox.Value;  ChipModel chips = new ChipModel();  chips.Text = value;  chip.Add(chips);  }  }  <style>  .e-chip-list .custom.e-chip:first-child {  display: none;  }  </style> |

We have also prepared sample for your convenience kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Chip-317876544.zip>

Please let us know, if you need any assistance on this.

Regards,

Muthukrishnan K

### 263048 - Need Zoom In and Zoom out feature for RTE - full container not just the text area

**03/02/2020**

Hi Sakirmohamed,

Greetings from Syncfusion support.

In Syncfusion EJ RTE control, we have provided zoomIn, zoomOut and fullscreen support. you can enable this option in tools of RTE control. Refer the below code block to customize tools.

|  |
| --- |
| @{  List<string> view = new List<string>() { "zoomIn", "zoomOut", "fullScreen" };  }  @{  Html.EJ().RTE("rteSample").ContentTemplate(@<div>  <p><b>Description:</b></p>  <p>  The Rich Text Editor (RTE) control is an easy to render in  client side. Customer easy to edit the contents and get the HTML content for  the displayed content. A rich text editor control provides users with a toolbar  that helps them to apply rich text formats to the text entered in the text  area.  </p>  </div>).Tools(tool => tool.View(view)).Render();  } |

Refer the below documentation link to know more about customization in RTE tools.

<https://help.syncfusion.com/aspnetmvc/richtexteditor/user-interface>

We have prepared sample for your convenience kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_Zoom1237525764.zip>

Please let us know, if you need any assistance on this.

Regards,

Muthukrishnan K

**04/02/2020**

Hi Sakirmohamed,

Thanks for the update.

We have prepared sample for your requirement. In this sample we have added two button zoomIn and zoomOut to increase and decrease the zoom of RTE container with content. You can also integrate these two buttons into RTE toolbar based on your requirements. Refer to the below code block.

**[Index.cshtml]**

|  |
| --- |
| <button id="zoomin" onclick="zoomin()">ZoomIn</button>  <button id="zoomout" onclick="zoomout()">ZoomOut</button>  @{  Html.EJ().RTE("rteSample").ContentTemplate(@<div>  <p><b>Description:</b></p>  <p>  The Rich Text Editor (RTE) control is an easy to render in  client side. Customer easy to edit the contents and get the HTML content for  the displayed content. A rich text editor control provides users with a toolbar  that helps them to apply rich text formats to the text entered in the text  area.  </p>  </div>).Render();  }  <script type="text/javascript">  var zoomStep = 0.05;  var zoomVal = 1;  function zoomin() {  var RTE\_Wrapper= document.getElementById("rteSample\_wrapper");  var ZoomValue = RTE\_Wrapper.style.zoom ? Number(RTE\_Wrapper.style.zoom) + zoomStep : zoomVal + zoomStep;  $( RTE\_Wrapper).css({ zoom: ZoomValue, transform: "scale(" + ZoomValue + ")", transformOrigin: "0 0", webkitTransform: "scale(" + ZoomValue + ")", webkitTransformOrigin: "0 0" });  }  function zoomout() {  var RTE\_Wrapper= document.getElementById("rteSample\_wrapper");  var ZoomValue = RTE\_Wrapper.style.zoom ? Number(RTE\_Wrapper.style.zoom) - zoomStep : zoomVal - zoomStep;  $( RTE\_Wrapper).css({ zoom: ZoomValue, transform: "scale(" + ZoomValue + ")", transformOrigin: "0 0", webkitTransform: "scale(" + ZoomValue + ")", webkitTransformOrigin: "0 0" });  }  </script> |

Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_ZoomIn_ZoomOut550273045.zip>

Refer to the below documentation link to know about custom tools in RTE.

<https://help.syncfusion.com/js/richtexteditor/user-interface#specify-custom-tools>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**13/02/2020**

Hi Sakirmohmed,

Thanks for the update.

We are validating your requirement in RTE control, we will update the further details with in two business days. Please be patience until then.

Regards,

Muthukrishnan K

**17/02/2020**

Hi Sakirmohmed,

Thanks for being patience. Please, find the solution for your queries below.

***Query 1: Make sure full screen mode works fine when MaxWidth and height is set. It should restore initial settings upon exiting full screen mode***

In EJ RTE control, if we set **MaxWidth** then control will render considering this max-width limitations. For this scenario, you need to remove the **MaxWidth** property to open RTE in full screen mode.

***Query 2: RTE wrapper should have black background and editor should have white background***

You can add the black background for wrapper and you can add white background for editor as same as your shared code.

|  |
| --- |
| $('#RTEID1\_editor').css({ 'margin': '0 auto', 'max-width': '935px', 'max-height': '750px', 'background': 'white' });  $('#' + currentRTEId + '\_wrapper').css({ 'background': 'black' }); |

**Query 3: Zoom in and out should zoom both RTE container as well as content**

You can zoom in and zoom out RTE container with content. We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_ZoomIn_ZoomOut-1779525048.zip>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 260794 - How to view files in File Manager

**03/02/2020**

Hi DEONTICSOFT,

Thanks for the update.

We need some time for preparing the sample for your requirement. We will prepare the sample and update to you within two business days (5th February 2020).

Please be patience until then.

Regards,

Muthukrishnan K

**08/02/2020**

Hi DEONTICSOFT,

Thanks for being patience.

We have prepared File Manager sample to view files for the format type **(.docx, .xlsx**) using Azure blob storage. We need to check the pdf module with all possible cases, so we will add that and update you the sample in one business day on (10th February 2020).

Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FileManager_Azure_Angular_Core-719966377.zip>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**09/02/2020**

Hi DEONTICSOFT,

Thanks for being patience.

We have included service for opening the pdf files in the File Manager using pdf viewer control in the following sample. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Filemanager_Azure_Angular_Core889184310.zip>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**10/02/2020**

Hi DEONTICSOFT,

Thanks for the update.

We are glad to know that given solution works. We’ll wait to hear from you.

Regards,

Muthukrishnan K

**18/02/2020**

Hi DEONTICSOFT,

Thanks for the update.

We have created PDF Viewer web service project with v17.4.0.49 in ASP.NET Core and shared the same in the following link,

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ej2-pdfviewer-web-service-50952639>

Please try it and revert us, if you have any concerns on this.

Regards,

Muthukrishnan K

### 263120 - File Manager within section Form

**03/02/2020**

Hi Francesco,

Greetings from Syncfusion support.

We have checked your query with shared code, we have found that you have added class **fade** for parent element of FileManager control. Opacity **0** is set for fade class from project default styles. So, remove this class from your code to resolve your reported issue.

Refer the below screenshot.



We have prepared sample for convenience kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FileManagerForm-1135713796.zip>

Please let us know, if you need any assistance on this.

Regards,

Muthukrishnan K

### 151126 - C# MVC EJ2 Treeview, Clientside event for beforeExpand?

**03/02/2020**

Hi Patrick,

Thanks for contacting Syncfusion support.

In EJ2 TreeView control, we have provided **[loadOnDemand](https://ej2.syncfusion.com/documentation/api/treeview/" \l "loadondemand)** property. It loads first level nodes initially, and when parent node is expanded, it loads the child nodes based on the ParentID/Child member.

By default, the load on demand (Lazy load) is set to true. By disabling this property, all the tree nodes will be rendered on the initial loading.

Refer the below sample, in this sample child nodes was not rendered on DOM until parent node expands.

<https://stackblitz.com/edit/rboqde-p25u9t?file=index.ts>

Please let us know if you need any assistance on this.

Regards,

Muthukrishnan K

### 263001 - Issue on hide and show diagram

**03/02/2020**

Hi Team,

In Syncfusion EJ2 TreeView, you can get the data of entire treeview by calling method [getTreeData](https://ej2.syncfusion.com/documentation/api/treeview#gettreedata). After getting TreeView datasource then you need to update this data to TreeView using **useState()** method to maintain the selected state.

We have prepared sample for your convenience kindly refer to the below link for the sample.

<https://stackblitz.com/edit/tree-nodeselected-state>

Regards,

Muthukrishnan K

### 263288 - Need help on JavaScript (Essential JS 1)

**04/02/2020**

Hi Khairul,

Greetings from Syncfusion support.

We have checked your reported problem with your shared sample. We have found that you have not referred correct path for ***ej.web.all.min.js*** file. To resolve your reported problem, you need refer the correct path. Refer the below code block.

**[MyFirstHTMLPage.html]**

|  |
| --- |
| <!DOCTYPE html>  <html xmlns="http://www.w3.org/1999/xhtml">  <head>  <title>My first HTML page</title>  <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" />    <script src="http://cdn.syncfusion.com/js/assets/external/jquery-1.10.2.min.js"></script>  <script src="Scripts/jsrender.min.js"></script>  <script src="Scripts/ej/web/ej.web.all.min.js"></script>  </head>  <body>  <!--Container for ejDatePicker widget-->  <input id="startDate" type="text" />  <script type="text/javascript">  $(function () {  // initialization of ejDatePicker control  $("#startDate").ejDatePicker();  });  </script>  </body>  </html> |

Please let us know if you need assistance.

Regards,

Muthukrishnan K

### 263253 - Dropdownlist with maxJsonLength

**04/02/2020**

Hi Pam,

Greetings from Syncfusion support.

We have checked your reported problem (***Error during serialization or deserialization using the JSON JavaScriptSerializer)*** in webForms. Kindly refer to the following links to resolve your reported problem.

<https://www.syncfusion.com/kb/8573/script-error-throws-for-exceeding-maxjsonlength-while-performing-serialization-or>

<https://forums.asp.net/t/1356198.aspx?Changing+maxJsonLength+property+in+web+config+has+no+effect>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**06/02/2020**

Hi Pam,

Thanks for the update.

In ASP .NET Web Forms have some memory limitation for serializing the json data. The [MaxJsonLength](http://msdn.microsoft.com/en-us/library/system.web.script.serialization.javascriptserializer.maxjsonlength.aspx) property cannot be unlimited, is an integer property that defaults to 102400 (100k). The maximum length of JSON strings is **2147483647**. The default is 2097152 characters, which is equivalent to 4 MB of Unicode string data.

For your scenario you can use virtual scrolling for DropDownlist control. Kindly refer to the below documentation link for virtual scrolling.

<https://help.syncfusion.com/aspnet/dropdownlist/databinding?cs-save-lang=1&cs-lang=html#virtual-scrolling>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 263289 - ASP Core - Rating (stars)

Hi Ricardo,

Greetings from Syncfusion support.

We have checked your reported problem in Syncfusion controls. This problem arises when we are not adding compatibility script in ***\_Layout.cshtml*** page. To resolve your reported problem you need add the following code after initializing the EJ1 and EJ2 scripts.

|  |
| --- |
| <script>  var dataCopy = Object.assign({}, ej.data);  $.extend(ej, Syncfusion);  $.extend(ej.data, dataCopy);  </script> |

Refer the below link for adding compatibility

<https://ej2.syncfusion.com/aspnetcore/documentation/common/compatible-with-essential-JS1/#adding-compatibility>

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Rating-1279003301.zip>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 263245 - A slider with binding works just once

Hi Stefan,

Greetings from Syncfusion support.

We have confirmed your reported problem (***A slider with binding works just once***) was defect from our end. Fix for this issue will be available for this week patch release. Which is expected to be rolled out on (February 5th, 2020). Please be patience until then.

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**06/02/2020**

Hi Stefan,

We have successfully rolled out nuget package for Syncfusion blazor (v 17.4.0.47). As mentioned in our previous update, we have implemented and included the fix for the **“*A slider with binding works just once*”** with this release. We have prepared sample with latest nuget for your convenience kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Slider_Twoway_Binding907585442.zip>

We thank you for your support and appreciate your patience in waiting for this release. Please get in touch with us if you would require any further assistance.

Regards,

Muthukrishnan K

### 262469 - Grid creation and documentation

Hi Team,

Syncfusion EJ2 TreeView control, you can simply update the new data source to update the treeview content. In the below sample we have updated new data source to tree view in button click event. Refer the below code block.

[**Index.cshtml**]

|  |
| --- |
| <button onclick="update()">Update Tree Data</button>  @Html.EJS().TreeView("tree").Fields(field=>  field.Id("id").ParentID("pid").Selected("selected").  Expanded("expanded").Text("name").HasChildren("hasChild")  .DataSource(ViewBag.dataSource)).Render()  <script>  var localData = [  { id: 1, name: 'Discover Music', hasChild: true },  { id: 2, pid: 1, name: 'Hot Singles' },  { id: 3, pid: 1, name: 'Rising Artists' },  { id: 4, pid: 1, name: 'Live Music' },  { id: 6, pid: 1, name: 'Best of 2017 So Far' },  { id: 7, name: 'Sales and Events', hasChild: true, expanded: true },  { id: 8, pid: 7, name: '100 Albums - $5 Each' },  { id: 9, pid: 7, name: 'Hip-Hop and R&B Sale' },  { id: 10, pid: 7, name: 'CD Deals' },  { id: 11, name: 'Categories', hasChild: true },  { id: 12, pid: 11, name: 'Songs' },  { id: 13, pid: 11, name: 'Bestselling Albums' },  { id: 14, pid: 11, name: 'New Releases' },  { id: 15, pid: 11, name: 'Bestselling Songs' },  { id: 16, name: 'MP3 Albums', hasChild: true },  { id: 17, pid: 16, name: 'Rock' },  { id: 18, pid: 16, name: 'Gospel' },  { id: 19, pid: 16, name: 'Latin Music' },  { id: 20, pid: 16, name: 'Jazz' },  {id: 21, name: 'More in Music', hasChild: true },  { id: 22, pid: 21, name: 'Music Trade-In' },  { id: 23, pid: 21, name: 'Redeem a Gift Card' },  { id: 24, pid: 21, name: 'Band T-Shirts' },  ];  function update() {  var treeInstance = document.getElementById("tree").ej2\_instances[0];  treeInstance.fields.dataSource = localData;  }  </script> |

Refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeViewDynamic1173755128.zip>

Regards,

Muthukrishnan K

### 261529 - delete and edit button next to menus in Drag and Drop in Angular TreeView component

**04/02/2020**

Hi Murali,

Thanks for the update.

We are currently working on preparing the sample for your requirement. We will prepare the sample and update to you on tomorrow (5th February 2020). Please be patience until then.

Regards,

Muthukrishnan K

**05/02/2020**

Hi Murali,

Thanks for being patience.

You can achieve your requirement in Syncfusion EJ2 Angular TreeView control by using **ng-template**. We have prepared sample for your requirement, kindly refer to the below link for the sample.

<https://stackblitz.com/edit/ng-treeview-template-faicon>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 147809 - Treeview not refreshed after modifying datasource and calling StateHasChanged

Hi Ravi,

Thanks for contacting Syncfusion support.

We have checked your query with your shared sample project. You can simply add the new data to tree view control using [AddNodes](https://ej2.syncfusion.com/documentation/api/treeview#addnodes) method. refer to the below code block.

|  |
| --- |
| /\* Add new nodes \*/  void AddNodes()  {  MailItem[] Mail = new MailItem[] { new MailItem { Id = "04-01", FolderName = "New Folder" } };  tree.AddNodes(Mail);  } |

You have used old version (***17.3.0.10-beta***) of Syncfusion nuget package, kindly update your project to new version (***17.4.46***).

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 263383 - Need help - ejAutocomplete binding the data from Web URL

**05/02/2020**

Hi Khairul,

Greetings from Syncfusion support.

We have checked your query, for your requirements you need to use Syncfusion Datamanager to retrieve the data from web API.

Refer the below code block.

|  |
| --- |
| <!DOCTYPE html>  <html xmlns="http://www.w3.org/1999/xhtml">  <head>  <title>Json Data 1</title>  <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" />  <script src="http://cdn.syncfusion.com/js/assets/external/jquery-1.10.2.min.js"></script>  <script src="Scripts/jsrender.min.js"></script>  <script src="Scripts/ej/web/ej.web.all.min.js"></script>  </head>  <body>  <input type="text" id="selectEmployee" />  <script type="text/javascript">  $(function () {  // declaration  var employees = ej.DataManager({  /\* ASP.NET Web API \*/  url: "https://mvc.syncfusion.com/Services/Northwnd.svc/Suppliers",  crossDomain: true  });  $('#selectEmployee').ejAutocomplete({  dataSource: employees,  width: "100%",  fields: { text: "ContactName" },  watermarkText: "Select an employee"  });  });  </script>  </body>  </html> |

Refer to the below documentation link to know about WebAPI.

<https://help.syncfusion.com/js/autocomplete/data-binding#webapi>

We have made changes in your shared sample, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/03022020_1111556110.zip>

Refer to the below link to know about EJ DataManager.

<https://help.syncfusion.com/js/datamanager/overview>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**10/02/2020**

Hi Khairul,

Thanks for the update.

If data is bound to Autocomplete using URL Adaptor, the URL Adaptor fetches all data. So, you need to filter the text manually using our existing client-side event [**change**](https://help.syncfusion.com/api/js/ejautocomplete#events:change)of Autocomplete. Kindly refer to the following forum to resolve your issue.

<https://www.syncfusion.com/forums/130082/autocomplete-with-url-datasource-doesnt-work>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**12/02/2020**

Hi Khairul,

Thanks for the update.

We need to filter the text manually using our existing client-side event [**change**](https://help.syncfusion.com/api/js/ejautocomplete#events:change)of Autocomplete. We have prepared sample for your requirements, in this sample we have filtered data in the controller side and assigned result to kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/AutoComplete-756228730.zip>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**17/02/2020**

Hi Khairul,

Thanks for the update.

We are working on it, we will update the further details on tomorrow (18th February 2020). Please be patience until then.

Regards,

Muthukrishnan K

**18/02/2020**

Hi Khairul,

Thanks for being patience.

We have prepared sample for your convenience, in this sample we have added API controller to show the data in AutoComplete control. We have used change event of AutoComplete control to filter the data based on the text entered in input box. Refer the below code block.

**[JsonData\_1.html]**

|  |
| --- |
| <input type="text" id="selectEmployee" />  <script type="text/javascript">  $(function () {  $('#selectEmployee').ejAutocomplete({  width: "100%",  fields: { text: "Name", uniqueKey:"ID" },  watermarkText: "Select an employee",  change: onChange  });  });  function onChange(args) {  $.ajax({  type: "GET",  dataType: "json",  url: "/api/Autocomplete/GetDataCar",  data: { data: args.value },  success: function(result) {  console.log("event triggered");  aa = $('#selectEmployee').ejAutocomplete("instance");  aa.setModel({ dataSource: result.Data });  }  });  }  </script> |

Please refer the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/03022020_1-1613706224685726046.zip>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 263361 - Tab Body height change after the browser window is re-sized

Hi Rich,

Greetings from Syncfusion support.

We have checked your query, with your shared code. We have found that you have set value ***true*** for [EnableTabScroll](https://help.syncfusion.com/api/js/ejtab#members:enabletabscroll). So, that when you resize the browser window it ready to scroll the tab. To resolve your reported problem, you can set value false for EnableTabScroll. Default value for this property is false, simply you don’t need to enable this property. Refer to the below code block.

|  |
| --- |
| <body ng-app="SettingsApp">  <div ng-controller="SettingsController" ng-init="init('@Json.Encode(Model)')">  <div>  @{Html.EJ().Tab("Settings").Items(data =>  {  data.Add().ID("Test").Text("Test").ContentTemplate(@:@RenderTest()  );}).EnableTabScroll(false).Render();  }  </div>  <div style="height:60px;background-color:#e8e8e8">  </div>  </div>  </body>  @helper RenderTest()  {  <div style="background-color:lightblue;height:200px">  </div>  } |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Tab_Body-1617437880.zip>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 263215 - Strange DotNetObject errors

Hi Team,

**Response for Slider Query:**

We have already validated this requirement and considered this as a feature from our end, it will be included in our upcoming Volume 1 release. You can track the status of this feature through the below portal link.

<https://www.syncfusion.com/feedback/11376/provide-tooltip-and-ticks-customization-support-for-slider>

Regards,

Muthukrishnan K

### 151323 - Dynamic List of Dashboards

**07/02/2020**

Hi Gisela,

Thanks for contacting Syncfusion support.

We have provided Content Template support for Syncfusion Blazor Dashboard Layout control. you can achieve your requirement by adding chart and grid controls using this content template. We have prepared also prepared sample your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Dynamic_Dashboard912537195.zip>

Refer to the below link for demo of integrating chart controls inside the Dashboard layout control.

<https://blazor.syncfusion.com/demos/DashboardLayout/SEO?theme=material>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**18/02/2020**

Hi Gisela,

Thanks for the update.

You can also render the dashboard panel using the DashboardLayoutPanel tag inside the DashboardLayoutPanels container. Please refer the below code block.

[**Counter.razor**]

|  |
| --- |
| @{  var Dashboard = new List<Dashboards> {  new Dashboards { Name ="dashboard1" }  };  var SimplePanels = new List<SimplePanelDefinition> {  new SimplePanelDefinition { X = 0, Y = 0, Width = 4, Height = 3 , Header="Panel1", content=@<**EjsButton** **Content**="Button"></**EjsButton**> },  new SimplePanelDefinition { X = 4, Y = 0, Width = 1, Height = 1 , Header="Panel2", content=@<**EjsButton** **Content**="Button1"></**EjsButton**>},  new SimplePanelDefinition { X = 4, Y = 1, Width = 1, Height = 2 , Header="Panel3", content=@<**EjsButton** **Content**="Button2"></**EjsButton**> }  };  }  @foreach (var dashboard in Dashboard)  {  <div>@dashboard.Name</div>  <**EjsDashboardLayout** **@ref**="dashboardObject" **Columns**="5" **AllowResizing**="true">  <**DashboardLayoutPanels**>  @foreach (var panel in SimplePanels)  {  <**DashboardLayoutPanel** **SizeX**="@panel.Width" **SizeY**="@panel.Height" **Col**="@panel.X" **Row**="@panel.Y">  <**HeaderTemplate**>@panel.Header</**HeaderTemplate**>  <**ContentTemplate**>@panel.content</**ContentTemplate**>  </**DashboardLayoutPanel**>  }  </**DashboardLayoutPanels**>    </**EjsDashboardLayout**>  }  @code {  EjsDashboardLayout dashboardObject;  public class SimplePanelDefinition  {  public int X { get; set; }  public int Y { get; set; }  public int Width { get; set; }  public int Height { get; set; }  public RenderFragment content { get; set; }  public string Header { set; get; }  }  public class Dashboards  {  public string Name { get; set; }  }  } |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Dynamic_Dashboard-1781165090.zip>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 263762 - asp.net web form DropdownLists - dynamically added

**09/02/2020**

Hi Muru Manokaran,

Thanks for the update.

As mentioned in previous update, rendering dropdown during page load with server-side events will work correctly. Please let us know, if you face any difficulties in rendering dropdown during page load.

Regards,

Muthukrishnan K

### 131268 - dotnetnuke - does not contain a definition for 'EJ'

Hi Manent,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 263939 - ejListBox reset data source and enableIncrementalSearch

10/02/2020

Hi Sally,

Greetings from Syncfusion support.

***Query 1:  I can not reset the data source***

You can set the empty data source dynamically for the ListBox control using setModel options. Refer to the following code blocks.

**To set empty data source:**

|  |
| --- |
| change() {      let listbox = $("#listbox").data('ejListBox');      // set empty data for listbox      listbox.setModel({dataSource: null});    } |

**To set new data source with data:**

|  |
| --- |
| this.newdata = [        { empid: "bk1", text: "Aache RTR" },        { empid: "bk2", text: "CBR 150-R" },        { empid: "bk3", text: "CBZ Xtreme" },        { empid: "bk4", text: "Discover" },        { empid: "bk5", text: "Dazzler" },        { empid: "bk6", text: "Flame" },        { empid: "bk7", text: "Fazzer" },        { empid: "bk8", text: "FZ-S" },        { empid: "bk9", text: "Pulsar" },        { empid: "bk10", text: "Shine" },        { empid: "bk11", text: "R15" },        { empid: "bk12", text: "Unicorn" }      ];    change() {      let listbox = $("#listbox").data('ejListBox');      // set new data for listbox      listbox.setModel({dataSource: this.newdata});    } |

Refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ListBox641058844.zip>

***Query 2:  enableIncrementalSearch is not working***

We are validating this issue, we will update you further details with in one business day (11th February 2020).

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**11/02/2020**

Hi Sally,

We regret for the inconvenience.

We were able to reproduce your reported problem in our Syncfusion Angular ListBox component. This issue arises only in angular platform, [enableIncrementalSearch](https://help.syncfusion.com/api/js/ejlistbox#members:enableincrementalsearch) property working fine in other platforms. Since, we need some time to analyze more regarding this issue. We will update the further details with in two business days. Please be patience until then.

Kindly refer to the below link for ListBox sample in JavaScript.

<https://jsplayground.syncfusion.com/w1lbvujy>

Regards,

Muthukrishnan K

**13/02/2020**

Hi Sally,

Thanks for patience.

We have confirmed your reported problem (***enableIncrementalSearch is not working***) as defect in our EJ ListBox component. We will fix this issue and provide you the patch on (21st February 2020). This fix will be available in patch release of fourth week of February 2020. Please be patience until then.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/12058/listbox-enableincrementalsearch-is-not-working-with-angular>

Please, let us know if you need any further assistance.

Regards,

Muthukrishnan K

**21/02/2020**

Hi Sally,

Thanks for being patience.

We have fixed your reported problem (***enableIncrementalSearch is not working***). Please find the below link for custom patch.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ej.listbox1733894993>

Please replace the above script files in your project, using below location reference.

|  |
| --- |
| **node\_modules\syncfusion-javascript\Scripts\web\** |

We will include this fix in upcoming volume 1 beta release, which will be rolled out on the mid of March. We appreciate your patience until then.

Regards,

Muthukrishnan K

### 263856 - Autocomplete don't remove already selected Items

Hi Dieter,

Greetings from Syncfusion support.

We have checked your shared code and we have found that you have used style for **ejAutocomplete** control **height:100px** that’s why selected items were not fit in the control. To resolve your problem, you can remove this style from your code. when delete the items from the control then cursor automatically moved to end of the last selected value this is default behavior of our control.

We have prepared sample for your convenience, kindly refer to the following link for the sample.

<https://jsplayground.syncfusion.com/ii2r5bdu>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 151305 - Remote dropdownlist to only load data once filter data is entered

**10/02/2020**

Hi Malcom,

Thanks for the update.

Yes, you can customize the filtering in DropDownList control by using [query](https://help.syncfusion.com/api/js/ejdropdownlist#members:query) property. We have prepared sample for your convenience, in this sample we have only returns the data from particular country. Refer the below code block.

|  |
| --- |
| <div class="control">  <div class="ctrllabel">Select a Customer Name</div>  <input type="text" id="customerList" />  </div>  <script type="text/javascript">    var customerList = ej.DataManager({  url:"https://js.syncfusion.com/ejServices/Wcf/Northwind.svc/Orders",  crossDomain: true  });  var query = ej.Query().select("ShipName", "ShipCountry").where("ShipCountry", "equal", "France", false);  $(function () {  $('#customerList').ejDropDownList({  dataSource: customerList ,  query: query,  fields: { text: "ShipName", value: "ShipCountry" },  itemsCount : 20 ,  popupHeight: "200px",  width: "250px",  enableFilterSearch: true,  enableServerFiltering: true,  allowVirtualScrolling: true,  search: function(args) {  if (args.searchString.length < 3 ) { //check search string length  args.cancel = true;  }  }  });    });  </script> |

Refer the below link for the sample.

<https://jsplayground.syncfusion.com/wuzmyl4e>

Refer to the below documentation link to know more about the customization in query.

<https://help.syncfusion.com/js/datamanager/filtering#equal>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 263790 - Contact : I am trying to create a demo of your product for my boss. I get the following error

**10/02/2020**

Hi Jim,

Thanks for the update.

We have prepared RTE control sample in ASP.NET MVC for your convenience. It will be working fine without any assembly level issue. Kindly refer to the following link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE812198307.zip>

Kindly refer to the following links, to resolve your reported problem in your project.

<https://stackoverflow.com/questions/20212035/how-to-fix-could-not-load-file-or-assembly-xxx-or-one-of-its-dependencies-st>

<https://forums.asp.net/t/2009280.aspx?Help+with+Strong+name+signature+could+not+be+verifeid+>

<https://forums.asp.net/t/1168781.aspx?+Strong+name+signature+could+not+be+verified+>

<https://stackoverflow.com/questions/11566949/could-not-load-file-or-assembly-the-assembly-may-have-been-tampered-with-or-it>

Also, kindly share the below requested information. It will more helpful to identify the issue and provide the solution at earlier.

1. List of assembly\nuget package used in the application.
2. Sample application (if possible)
3. Screen shot of the issue faced
4. Follow the steps suggested in below KB and share the log files.  
   <https://www.syncfusion.com/kb/2331/gather-log-file>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**12/02/2020**

Hi Jim,

Thanks for the update.

We have prepared RTE sample in .NET framework 4.0. kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/MvcApplication1-1470394798.zip>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 263391 - Autocomplete not honoring minCharacters

**10/02/2020**

Hi Malcom,

Thanks for the update.

We have checked your query, this [actionBegin](https://help.syncfusion.com/api/js/ejautocomplete#events:actionBegin) event triggers when the Ajax request begins. This is event doesn’t affect the opening the suggestion list of AutoComplete control. Any way we will validate this from our end.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**12/02/2020**

Hi Malcom,

Thanks for the update.

We have checked your reported query in our end, in **actionBegin** event **args.cancel** is not required. We will update the documentation and source in our end in upcoming volume 1 release.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264001 - Feedback : We are using plain Javascript/JQuery at this moment in our project and want to use some of the Syncfusion features.

**10/02/2020**

Hi Md Uddin,

Greetings from Syncfusion support.

Yes, you can use jQuery to render the our Syncfusion controls in your ASP .NET MVC project. Kindly refer the following steps.

1. Install the Syncfusion NuGet (**Syncfusion.AspNet.Mvc5)** package to your project.
2. While initial creation, by default, the **Unobtrusive** setting is enabled in your applications **web.config** file. Change its value to **false** in your application as shown in the following:

|  |
| --- |
| <appSettings>  <add key="ClientValidationEnabled" value="true" />  <add key="UnobtrusiveJavaScriptEnabled" value="false" />  </appSettings> |

1. Add the script manager code in the **\_Layout.cshtml** file present within the **~/Views/Shared** folder of your application. Add it before the closing body tag in the \_Layout.cshtml file.

|  |
| --- |
| <body>  @RenderSection("scripts", required: false)  @Html.EJ().ScriptManager()  </body> |

1. Syncfusion specific stylesheets are loaded into the **Content** folder of your application, include the below specified theme reference **(default-theme/ej.web.all.min.css)** file in the **~/Views/Shared/\_Layout.cshtml** file, within the head section as this file contains the default theme styles applied for all the Syncfusion MVC controls.

|  |
| --- |
| <head>  <title>@ViewBag.Title</title>  @Styles.Render("~/Content/ej/web/default-theme/ej.web.all.min.css")  </head> |

1. It is mandatory to include the reference to the required JavaScript files in your **\_Layout.cshtml**, so as to render the Syncfusion MVC controls properly.

|  |
| --- |
| <head>  <meta charset="utf-8" />  <title>@ViewBag.Title - My ASP.NET MVC Application</title>  @Styles.Render("~/Content/ej/web/bootstrap-theme/ej.web.all.min.css")  </head>  <body>  @Scripts.Render("~/bundles/jquery")  @Scripts.Render("~/bundles/bootstrap")  @Scripts.Render("~/Scripts/jsrender.min.js")  @Scripts.Render("~/Scripts/ej/web/ej.web.all.min.js")  @RenderSection("scripts", required: false)  @Html.EJ().ScriptManager();  </body> |

1. Now you can add the control **DatePicker** in the **Index.cshtml** file present within **~/Views/Home** folder.

**[Index.cshtml]**

|  |
| --- |
| @{  ViewBag.Title = "Home Page";  }  <label>Syncfusion EJ DatePicker</label>  <!--input element to create DatePicker-->  <input id="datePicker" />  <script type="text/javascript">  $(function () {  // initialize DatePicker component  $("#datePicker").ejDatePicker();  });  </script> |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/MVC_JQuery-2050132461.zip>

**Syncfusion EJ2** has several advantages over the **Syncfusion EJ1** first-generation library since it has been built from the ground up to be more modular, lightweight, responsive, fast and has no external dependencies.

Refer to the below link for demo of EJ2 components.

<https://ej2.syncfusion.com/home/aspnetmvc.html#platform>

Refer to the below link for documentation for EJ2 components.

<https://ej2.syncfusion.com/aspnetmvc/documentation/introduction/>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 264033 - Click event does not trigger on the container in Edge and IE

11/02/2020

Hi Stefano,

Greetings from Syncfusion support.

We have checked your reported problem (***click event does not trigger on the container in Edge and IE***). Click event was triggered properly in IE 11 and Edge browser. Kindly refer to the below link for the video reference.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Clickevent_IE_Edge-85357404.zip>

If you are persisting the problem, kindly refer the below link to resolve your issue.

<https://social.msdn.microsoft.com/Forums/windowsdesktop/en-US/8c695f46-957b-4a91-b2f5-7f1201df853b/why-my-click-events-are-not-working?forum=sidebargadfetdevelopment>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**13/02/2020**

Hi Stefano,

Thanks for the update.

We have checked your reported problem in NumericTextbox control with IE browser. In EJ NumericTextbox we have used two types of input element. On the initial time hiddeninput element only visible when we are focusing the input it will switch to another element. Kindly share your exact real time scenario with NumericTextbox control. Then only we can provide exact solution for your problem.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

For this scenario, you can add display block for visible element in the create event. As same as also need to add display block for hiddenInput element in focusIn event. Kindly refer the below code block.

|  |
| --- |
| $("#numeric").ejNumericTextbox({  name: "numeric",  value: 35,  minValue: 0,  width:"100%",  focusIn: function (args) {  this.\_hiddenInput[0].style.display = "block";  },  create: function(){  this.element[0].style.display = "block";  }  }); |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

13/02/2020

Hi Stefano,

Thanks for the update.

We have checked your query, for this scenario we need to trigger the click event for element manually. Kindly refer the below code block.

|  |
| --- |
| $("#numeric").ejNumericTextbox({  name: "numeric",  value: 35,  minValue: 0,  width:"100%",  focusIn: TriggerClick  });  function TriggerClick (args) {  if(this.\_browsername == "msie" || this.\_browsername == "edge"){  $('div.control').click();  }  } |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<http://jsplayground.syncfusion.com/2qkqp0sv>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 264130 - Signature control for ASP.NET Web Forms

Hi Steve,

Greetings from Syncfusion support.

You can add Syncfusion ASP .NET Web Forms control (**Signature**) in your project. Kindly refer to steps in the below documentation link.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls>

We have prepared Signature control sample for your convenience, kindly refer to the following link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Signature1403370301.zip>

Kindly refer to the below link for licensing documentation.

<https://help.syncfusion.com/common/essential-studio/licensing/license-key>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 264129 - License message when using control from NuGet

Hi Steve,

Greetings from Syncfusion support.

***Query 1: I tried using nuget and created some code for the control but it doesn’t seem to work.***

You can add Syncfusion ASP .NET Web Forms control (**Signature**) in your project. Kindly refer to steps in the below documentation link.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls>

We have prepared Signature control sample for your convenience, kindly refer to the following link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Signature1403370301.zip>

***Query 2: Do I need a license key?***

Yes, to resolve the reported licensing issue, license key needs to be generated for the corresponding version and registered in your application. Starting with the version 16.2, Syncfusion introduced the Licensing system for the Essential Studio products. The licensing is applicable for all the evaluators and the licensed customers who use NuGet packages. If you are using the Trial installer or NuGet packages, then you should register the corresponding version License key in your application. It is not required to register the license key in your application if you are licensed customer and using licensed installer. Refer the following documentation link to know more about licensing.

<https://help.syncfusion.com/common/essential-studio/licensing/license-key>

**To generate license key**: <https://help.syncfusion.com/common/essential-studio/licensing/license-key#how-to-generate-syncfusion-license-key>

**To register the license key**: <https://help.syncfusion.com/common/essential-studio/licensing/license-key#aspnet>

**Note**:

License key for the evaluators is valid till the evaluation period.

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 264020 - Set MinDate of Datepicker based on the other datepicker value

Hi Usha,

Greetings from Syncfusion support.

We have checked your reported problem in EJ DatePicker control. When we open the DatePicker control it displays the current month in the popup, this is default behavior of our DatePicker. For your requirement you can customize the date using [Open](https://help.syncfusion.com/api/js/ejdatepicker#events:open) event of DatePicker control. Refer to the below code block.

|  |
| --- |
| <div class="row row-space">  <div class="col-md-6 col-sm-12">  <div class="row">  <div class="col-md-5 col-sm-12">  @Html.Label("Start Date")  </div>  <div class="col-md-6 col-sm-12">  @Html.EJ().DatePickerFor(model => model.StartDate).ShowRoundedCorner(true).Locale("de-DE").DateFormat("dd.MM.yyyy").Value("").Width("250").ClientSideEvents(c => c.Change("onDateChange"))  </div>  </div>  </div>  </div>  <div class="row row-space">  <div class="col-md-6 col-sm-12">  <div class="row">  <div class="col-md-5 col-sm-12">  @Html.Label("End Date")  </div>  <div class="col-md-6 col-sm-12">  @Html.EJ().DatePickerFor(model => model.EndDate).Locale("de-DE").DateFormat("dd.MM.yyyy").ShowRoundedCorner(true).Width("250").ClientSideEvents(c => c.Change("onDateChange")).ClientSideEvents(c => c.Open("DatePickerOpen"))  </div>  </div>  </div>  </div>  <script>  function onDateChange(args) {  var sDate = $("#StartDate").ejDatePicker("instance");  var eDate = $("#EndDate").data("ejDatePicker");  if(sDate.model.value!=null)  {  eDate.model.minDate=sDate.model.value;  }  }  function DatePickerOpen(args) {  this.\_calendarDate = this.model.minDate;  this.\_refreshDatepicker();  }  </script> |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DatePicker_EndDate-2122523587.zip>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

13/02/2020

Hi Usha,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 263990 - Feedback : Following directions does not allow controls to display properly in web application

Dear Customer,

Greetings from Syncfusion support.

We have checked your reported problem in our documentation. We have provided different types of steps for integrating the Syncfusion controls inside the ASP .NET Web Forms. We suspect that you have tried the all the steps in the same project. Any way we will update our documentation clearly in the upcoming volume release. Kindly refer the following simple steps to integrate Syncfusion controls in your project.

1. Install the Syncfusion NuGet (**Syncfusion.AspNet)** package to your project.
2. After successful installation of NuGet it will add the styles and script files inside the **Content** and **Scripts** folder of your project.
3. Include the reference to “ej.web.all.min.css” file in the Site.Master page, within the head section.

|  |
| --- |
| <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" /> |

1. Adding the required JavaScript files into your application plays an important role, without which the Syncfusion controls cannot be created. It requires the following mandatory common script files.

* jQuery (version supported from 1.7.1.min.js to latest jQuery version).
* jsrender.min.js

Apart from the above common scripts, it is also necessary to refer to the **ej.web.all.min.js** file in your application that plays a major role in control creation. It also requires reference to the **ej.webform.min.js** file in your application, as it is responsible for the server-side event functionalities of the ASP.NET controls.

1. The Script Manager is mandatory in order to place our control initialization script in the page. Ensure whether the **ScriptManager** is added in tha **Site.Mater** or else add the ScriptManager to your web page.

|  |
| --- |
| <asp:ScriptManager ID="ScriptManager1" runat="server">  </asp:ScriptManager> |

1. Add the following DatePicker code within the Default.aspx file, as shown in the image following it.

|  |
| --- |
| <ej:DatePicker ID="DatePicker" runat="server"></ej:DatePicker> |

Thus, the DatePicker control is rendered successfully with its default appearance. You can then use its various properties to set its value and make use of its available events to trigger when necessary.

We have prepared sample for your convenience, kindly refer to the following link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication1612114300.zip>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264003 - Feedback : Feedback Page.

Dear Customer,

Greetings from Syncfusion support.

We have checked your reported problem in the mentioned documentation. We will update our documentation in the upcoming volume release.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264060 - ListBox - Console exception thrown while binding data using actionBegin event

Hi Rajendran,

We have checked your reported problem in our EJ ListBox control. We have found that you have used to [mergeData()](https://help.syncfusion.com/api/js/ejlistbox#methods:mergedata) method inside the [actionBegin](https://help.syncfusion.com/api/js/ejlistbox#events:actionbegin) event. So, that every time when made changes in data source it will triggers. For your requirement you can use [create](https://help.syncfusion.com/api/js/ejlistbox#events:create) event for update the data source.

Refer the below link for the sample.

<https://jsplayground.syncfusion.com/zj05zx2n>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**26/02/2020**

Hi Sowmya,

We have checked your reported problem in our ListBox control. your custom data Adaptor was not return the data properly. So, that items were not added in the ListBox control. Please check with your end, your custom adaptor whether returns data properly or not.

Refer the below screen shot.

|  |
| --- |
|  |

We have checked with normal data manager it returns the data correctly. Refer the below screen shot.

|  |
| --- |
|  |

Check the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/listbox-Working-1498370725>

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

### 264194 - Multiselect crash on Vivaldi and Firefox

**12/02/2020**

Hi Matteo,

Greetings from Syncfusion support.

We have checked your reported problem (***Multiselect crash on Vivaldi and Firefox***) in our end with Firefox and Vivaldi browser. We were unable to reproduce your reported problem.

If possible, kindly share the simple sample to reproduce your problem or else kindly share your convenient time for web meeting. We will resolve your issue in lively.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 262595 - Autocomplete sensitivity

**12/02/2020**

Hi Dieter,

Thanks for being patience.

We are glad to announce that our patch release **(v17.4.49)** is rolled out successfully. In this release, we have included a fix for **(*Items are selected twice with double click)***. To resolve your issue, kindly update the package to the latest version (v17.4.49).

We have prepared sample in latest version, refer to the below link for the sample.

<https://jsplayground.syncfusion.com/yqynw4rs>

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

**19/02/2020**

Hi Dieter,

Sorry for the inconvenience caused.

We were able to reproduce your reported problem in IE 11 browser with visual mode of AutoComplete control. We will fix this issue and provide the patch on tomorrow (20th February 2020). Please be patience until then.

Regards,

Muthukrishnan K

### 263463 - UncheckAll in ejDropdownlist

**12/02/2020**

Hi Prashant,

Thanks for being patience.

We are glad to announce that our patch release **(v17.4.49)** is rolled out successfully. In this release, we have included a fix for **(*After unchecked all elements we are getting delimiter characters)***. To resolve your issue, kindly update the package to the latest version (v17.4.49).

We have prepared sample in latest version, refer to the below link for the sample.

<https://jsplayground.syncfusion.com/e2mybyyf>

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

### 264363 - File Explorer ASP.Net Date Modified Sort is incorrect

**13/02/2020**

Hi Mark,

Greetings from Syncfusion support.

The EJ FileExplorer control sorting work based on name by default. We have prepared kb documentation to sort files based on the date. Kindly refer to the below link for KB documentation.

<https://www.syncfusion.com/kb/10411/how-to-sort-files-on-load-and-maintain-them-in-fileexplorer>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**28/02/2020**

Hi Mark,

Thanks for the update.

**Query 1: once you have different months and different years the most recent do not appear at the top.**

We have checked your query in FileExplorer control, you can also sort through **ascending/descending** order for **dateModified** column. Please refer to the below link for the sample. If you want to sort the column in Ascending order, then pass the value true in the method of **\_sorting.**

**Descending Order**

|  |
| --- |
| fileObj.\_sorting("dateModified", false); |

**Ascending Order**

|  |
| --- |
| fileObj.\_sorting("dateModified", true); |

[**Index.cshtml**]

|  |
| --- |
| @(Html.EJ().FileExplorer("fileExplorer")  .Path("~/FileExplorerContent/")  .AjaxAction(@Url.Content("/Home/FileActionDefault"))  .ClientSideEvents(e => e.BeforeAjaxRequest("BeforeAjaxRequest").Select("Select"))  )  <script type="text/javascript">  function BeforeAjaxRequest(args) {  //Ajax successAfter event  args.ajaxSettings.successAfter = function (args) {  var fileObj = $("#fileExplorer").data("ejFileExplorer");  //Invoking FileExplorer sorting method with dateModified sort type  fileObj.\_sorting("dateModified", false);  fileObj.\_sortingActioncomplete();  }  }  //Select event function of FileExplorer  function Select(args) {  var fileObj = $("#fileExplorer").data("ejFileExplorer");  if (fileObj.option("selectedItems").length === 0) {  //Invoking FileExplorer sorting method with dateModified sort type  fileObj.\_sorting("dateModified", false);  fileObj.\_sortingActioncomplete();  }  }  </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FileExplorer-1428254811>

***Query 2: I wonder if it's possible to change the format of the date to YYYY-MM-DD ?***

We are validating your requirement in FileExplorer control. we will update the further details with in two business days (3rd March 2020). Please be patience until then.

Regards,

Muthukrishnan K

### 264491 - ejFileExplorer sorting

**13/02/2020**

Hi Brian,

Greetings from Syncfusion support.

We have checked your reported problem (***ejFileExplorer sorting not working as expected***). We have already fixed this issue from our end in the version of (**17.1.0.47**). kindly upgrade your scripts to latest version.

Refer to the below link for release notes (**v 17.1.0.47**).

<https://help.syncfusion.com/js/release-notes/v17.1.0.47?type=all#ejfileexplorer>

<http://jsplayground.syncfusion.com/o1ttzaxo>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 264466 - How to set a value on dropdownlist.

**13/02/2020**

Hi Observe,

Greetings from Syncfusion support.

You can set the value for DropDownList control on the initial time using [Value](https://help.syncfusion.com/api/js/ejdropdownlist#members:value) property. Kindly refer the below code block.

[**Default.aspx**]

|  |
| --- |
| <ej:DropDownList ID="DropDownList1" runat="server" Value="SFCalander - 2" DataTextField="Text" WatermarkText="-Production Cycle-" Width="100%">  </ej:DropDownList> |

[**Default.aspx.cs**]

|  |
| --- |
| protected void Page\_Load(object sender, EventArgs e)  {  List<SeasonData> DropdownData = new List<SeasonData>();  DataTable dts = new DataTable();  dts.Columns.Add("CalenderName");  DataRow dr = null;  for (int i = 0; i < 10; i++)  {  dr = dts.NewRow(); // have new row on each iteration  dr["CalenderName"] = "SFCalander - " + i.ToString();  dts.Rows.Add(dr);  }  foreach (DataRow drs in dts.Rows)  {  DropdownData.Add(new SeasonData { Text = drs["CalenderName"].ToString() });  }  DropDownList1.DataSource = DropdownData;  }  public class SeasonData  {  public string Text { get; set; }  } |

You can also select the Values in DropDownList control using different properties [selectedIndex](https://help.syncfusion.com/api/js/ejdropdownlist#members:selectedindex), [selectedIndices](https://help.syncfusion.com/api/js/ejdropdownlist#members:selectedindices).

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DropDown_Value-1257392535.zip>

Refer to the below link to know more about data source support in DropDownList.

<https://help.syncfusion.com/aspnet/dropdownlist/datasource>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264405 - Using ej1 and ej2 on the same page is causing error

**13/02/2020**

Hi Appanah,

Greetings from Syncfusion support.

When we are adding any culture value for EJ controls then we need to refer the culture script files otherwise it will take default culture for rendering the control. To resolve your reported problem, you need to refer the **fr-FR** culture script file in the project.

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DateTimePicker_Locale-1588987806.zip>

Kindly refer to the below documentation link for localization.

<https://help.syncfusion.com/js/datetimepicker/globalization>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**14/02/2020**

Hi Appanah,

Thanks for the update.

Since EJ1 and EJ2 controls have same library names to perform different actions, conflicts may occur when you refer these both controls in same application. To overcome this problem, we need to extend these libraries in ej namespace as like given in the following code snippet.

|  |
| --- |
| <script>          var dataCopy = Object.assign({}, ej.data);          $.extend(ej, Syncfusion);          $.extend(ej.data, dataCopy);    </script> |

We have tried to replicate the reported issue with a sample (which consists both EJ1 and EJ2 controls). In the sample, we have added both EJ1 DateTimePicker and EJ2 DateTimePicker control in the **\_Layout.cshtml** page. Kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DateTimepicker__EJ1_EJ2-412484310.zip>

Please, check out the sample solution, and let us whether it resolves your reported problem or not. If the problem still exists, please let us know your convenient time for scheduling a web meeting. We will make every effort to schedule the meeting on your preferred time and we will help you to resolve your problem lively.

Also, confirm whether you are using globalization with any EJ2 controls in your application and list the EJ1 and EJ2 controls which you have used in your application. This might help us to find the exact problem and provide you prompt solution.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 264360 - The time specified is not supported on this calendar

**13/02/2020**

Hi Ahmed,

Greetings from Syncfusion support.

We have checked your reported problem in our DatePicker control. We were unable to reproduce your reported problem with your provided information. Based on your screen shots we suspect that you have tried to serialize the date value in application level. Due to this application level customization you might be facing the reported issue. Kindly refer to the below forum the similar problem is discussed.

<https://forums.asp.net/t/1971182.aspx?error+in+gregorian+date+using+c+net>

If you are still facing problem, kindly share the following details.

* 1. Have you done any customization in datetime value in application?
  2. Have you using any other methods other than EJ date Picker?
  3. What is your exact requirement?
  4. Have you using globalization in your application?

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**21/02/2020**

Hi Ahmed,

Thanks for the update.

We are tried to reproduce your reported problem in our end with all possible cases, but we are unable to do reproduce it. Please share some additional details.

* 1. We were unable to get your shared details in the mentioned link.

|  |
| --- |
|  |

* 1. Have you set the culture for your system? if yes, please share your culture details.
  2. Is your reported problem arising only with **ejDatePicker** or else have you added any other controls on the page? If yes, remove the ejDatePicker control page and check whether problem is still occurs.
  3. Please replace ejDatePicker control with ASP Calendar and check whether issue still occurs.

If issue still persists, please share your convenient time for web meeting. We will help you to resolve your problem in lively.

Regards,

Muthukrishnan K

**21/02/2020**

Hi Ahmed,

Thanks for sharing the requested details.

We are tried to reproduce your reported problem with all possible suspected cases, but we are unable to do reproduce it. Please share some additional details.

* 1. We were unable to get your shared details in the mentioned link.

|  |
| --- |
|  |

* 1. We believe that the reported issue might be occurring due to Date parsing conflicts between Application configured culture and  browser configured culture.
  2. Is your reported issue also occuring with ASP date controls (like ASP: Calendar, ASP:Input) when setting **DateTime.Now** as its value? Or else you are facing these with EJ DatePicker only?
  3. Share your code in aspx file, aspx.cs file and Site.Master files of your application. We will use this file to replicate the issue that you are facing your machine.
  4. Please, share your timezone, culture configured in your machine and browser.
  5. Also, let us know whether this issue occurs when you deploy the application in the other(remote) server machine?

We would like to check and help you to resolve your problem in lively. So, please share your convenient time for web meeting.

Regards,

Muthukrishnan K

**26/02/2020**

Hi Ahmed,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further analysis of your reported problem with your project. we were unable to identify the exact reason of the problem in your project. you have refereed more than one Syncfusion namespace in your **.ascx** page and we have removed those duplicate namespaces and tried to run the control DateRangePicker rendered correctly in your project but DatePicker was not rendered.

We requested to share the issue reproducing sample with DatePicker control, then you have accepted our request to provide us a simple issue replicating sample. As informed, after you provide us your issue replicating sample, we will check the cause of the issue which you face in your application and provide you the solution for resolving that issue.

Regards,

Muthukrishnan K

### 264330 - DropDownList not working as expected

**13/02/2020**

Hi Malcolm,

Greetings from Syncfusion support.

We have checked your reported problem with your provided information. In the DropDownList search method you have tried to update the data source url. We suspect that this may be cause of your problem.

If you persisting the issue kindly share your exact requirement with DropDownList control. It will be helpful to exact solution for your problem.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**17/02/2020**

Hi Malcolm,

Thanks for the update.

Based on your shared information, we suspect that on the initial time of control rendering you might have tried to get the value from one dropdownlist and with that value, you might have tried to set the value for another dropdown list.

For your information, we can get the value from Dropdown list only when it completely rendered, if we try to get the value before it, then it will return empty.

The method [selectItemByValue](https://help.syncfusion.com/api/js/ejdropdownlist#methods:selectitembyvalue) only select the value which is created on DOM.  **selectItemByValue** method might not have selected the value in dropdown list because at that time, data source might not load fully because you have used query to show the data source. This query will show only the particular data based on the condition.

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DropDownList_Data546113332.zip>

If the reported problem still exists, then share us your convenient time for scheduling a web meeting with us. We will check and help you solve the problem, lively.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**21/02/2020**

Hi Malcolm,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further analysis of your reported problem with your project. We were able to identify the exact problem with EJ DropDwonList control. when using virtual scrolling functionality only small amount of data was loaded on the DOM. So, that selectItemByValue method was not working. We will validate this issue and update the further details within two business days (25th February 2020).

Regards,

Muthukrishnan K

**24/02/2020**

Hi Malcolm,

Thanks for being patience.

We have validated your reported issue in our end. As we discussed in meeting, only items loaded in DOM will be selected using selection methods of DropDownList.  However, selecting an item beyond the items loaded in DOM will work with **“value”** property of DropDownList.

As you have mentioned, you are getting second request while select the item using value property. While using Data Manager, initially the required number of items will be loaded as data source. When a value beyond these loaded items is set through value property, a query will be sent as request internally from source and the particular item will be loaded in DOM and item will be selected. This is the behavior while selecting an item beyond the loaded items using Data Manager.

We suggest you to use “**value**” property to select the required value. Refer to the sample below.

<https://jsplayground.syncfusion.com/hkbhyy1v>

Please revert us, if you still face any issues with **value** property and wants to use **selectItemByValue** method for selection

Regards,

Muthukrishnan K

**25/02/2020**

Hi Malcolm,

Thanks for the update.

We have checked your reported problem. We were unable to reproduce your reported problem, please share some additional details. It will be help us to provide you prompt solution.

1. Have you using any serialization in your project?
2. How much of dataset you have tried to load in dropdownlist control?
3. Are you getting dataset from any database? If yes, please share the details.
4. Your real time scenario with dropdown list.
5. If possible, share the issue reproducing sample.

Please share your convenient time for web meeting, we can check the problem in your machine.

Regards,

Muthukrishnan K

**27/02/2020**

Hi Malcolm,

We are validated your reported problem in EJ DropDownList control, and confirmed this issue as a defect in DropDownList. We will fix this issue and provide you patch on before 13th March. You can track the status of this issue through the below portal link.

<https://www.syncfusion.com/feedback/12390/dropdownlist-takes-so-much-of-time-while-selecting-the-item-using-value-property>

Also, this fix will be included in Volume 1 2020 release, which is expected to be rolled out at the end of March 2020.

We appreciate your patience, until then.

Regards,

Muthukrishnan K

**13/03/2020**

Hi Malcolm,

Thanks for being patience.

We have fixed your reported issue in EJ DropDownList control and now the fix in testing stage. We will provide you the custom patch on next business day on 16th March 2020.

We appreciate your patience, until then.

Regards,

Muthukrishnan K

**16/03/2020**

Hi Malcolm,

Thanks for being patience.

We have fixed your reported problem and created custom patch with fix. Please refer to the below link for the scripts.

Minified Script: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/Minified-1981341205>

UnMinified Script: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/UnMinified-1629372490>

Please replace the above script files in your project(ASP.NET MVC) into this following location(into the **web** directory).

|  |
| --- |
|  |

When updating the value of DropDownList control using **setModel** method, we need to assign the exact data type of the value. For example, if value is integer type then we need to set integer value in the setModel method. Please refer the below code block.

|  |
| --- |
| function selectunload() {          var dl = $('#CompanyNames').ejDropDownList("instance");          dl.setModel({ value: 16488 });      } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Virtual_value_selection-1116643093>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264587 - ejMenu - Hide element when I resize the browser

**14/02/2020**

Hi Luca,

Greetings from Syncfusion support.

We have checked your reported problem (***ejMenu - Hide element when I resize the browser*)** with your shared project. On resizing the browser, when its width goes less than **768px**, then **Menu** control’s structure will modify like dropdown menu.

In EJ Menu control, we have provided [isResponsive](https://help.syncfusion.com/api/js/ejmenu#isresponsive-boolean) property with default value as **true**. This property **enables/disables** the responsive support for the Menu control during the window resizing time. To resolve your reported problem kindly set the value for **isResponsive** as **false** on initial rendering. Refer the below code block.

|  |
| --- |
| $("#syncfusionProducts").ejMenu({                isResponsive: false      }); |

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://jsplayground.syncfusion.com/czrt3nul>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 264775 - UploadBox Drag and Drop

**17/02/2020**

Hi Chris,

Greetings from Syncfusion support.

We have validated your reported issue in EJ Uploadbox control with a sample application, but the [**ClientSideOnSuccess**](https://help.syncfusion.com/api/js/ejuploadbox#events:success)event triggers properly on both cases (when uploading the files using browse button and when we drag and dropping the files to upload).

We have prepared sample for your convenience, kindly refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Uploadbox_DragandDrop1934462588.zip>

If the reported problem still persists, please provide us more details regarding your problem. It would help us to provide you the prompt solution.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**20/02/2020**

Hi Chris,

Thanks for the update.

We were unable to reproduce your reported problem with your shared information. We have prepared UploadBox sample with your shared code snippet, it works fine in our end. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/UploadBox_VB-253724945>

If issue still persists, please share your convenient time for web meeting or else modify the above sample to reproduce the issue. It will be helpful to provide you exact solution.

Regards,

Muthukrishnan K

Hi Chris,

Thanks for the update.

We have prepared UploadBox sample in ASP.NET Webforms with VB along with your shared code snippet, it works fine in our end. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/UploadBox_VB-253724945>

Also, we have provided the similar sample with ASP.NET Webforms with C#, with both samples your reported problem is not reproducing. In our last update, we checked the possibility of occurring that your provide script error and update you with the suspected case.

Unfortunately, we were unable to reproduce your reported problem with your shared limited information.

So, please share your convenient time for web meeting or else modify and share us the above sample by replicating your issue. It will be helpful for us to check and provide you exact solution at the earliest.

Regards,

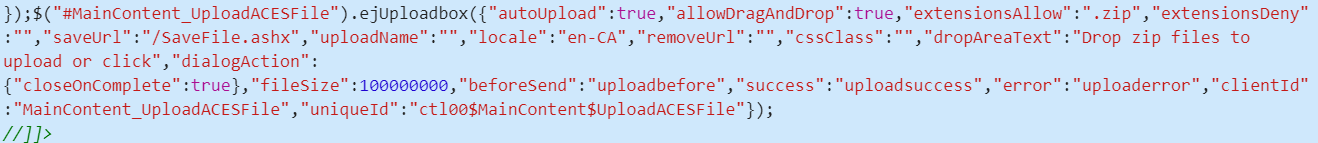
Muthukrishnan K

**25/02/2020**

Hi Chris,

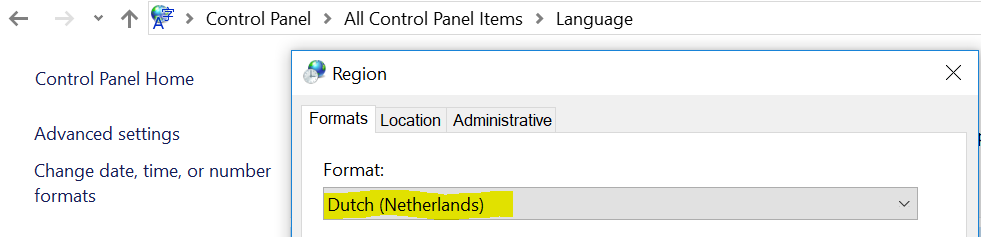
Thanks for the update.

We suspect that, If you have not set locale property in sample level, this may be added from your machine. Please ensure once whether “locale” exists anywhere in your page as shown below.

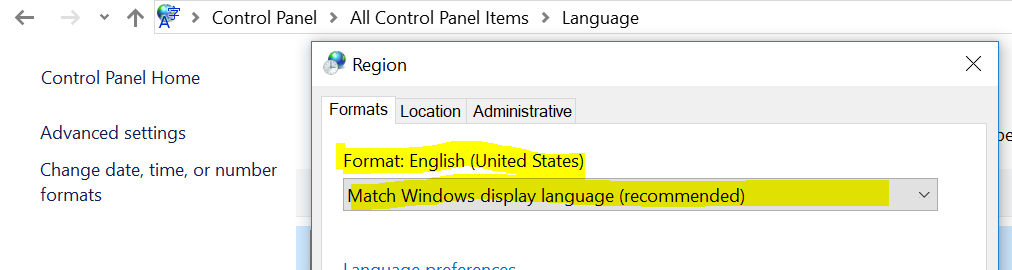




Locale property may be added from the system region settings as shown in the below image.



Please ensure this in your machine. If you don’t require this locale kindly change this format settings to the required language as shown below



By default, Syncfusion controls will be rendered with default English (en-US) culture. If you are setting any culture other than this, kindly add the corresponding locale text value through script section.

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/UploadBox_VB__Locale285546121>

If issue still persists, please share your convenient time for web meeting we can assist you and resolve your problem in lively.

Regards,

Muthukrishnan K

**25/02/2020**

Hi Chris,

Thanks for the update.

We suspect that the reported issue is occurring due to the locale set to the UploadBox. If no locale property is set to **UploadBox** and if the system has configured with Region settings other than English (USA) (**en-US**), than by default locale property for that region will be added to UploadBox during initialization. So, your previously provided script error may occur.

For example, if you have configured machine to English (Canada) (en-CA) and have not specified any locale property to UploadBox. Then, by default on initial rendering, locale property will be added to the component rendering script code.

**Locale property for UploadBox may have based on the system region settings as shown in the below image.**

|  |
| --- |
|  |

|  |
| --- |
|  |

Please ensure this in your machine. If you don’t require this locale kindly change this format settings to English (United States) or you need to referred the dependent locale script in your application to resolve the reported problem.



We have prepared a sample in which we have referred the locale script for English (Canada) – (**en-CA**) to the upload to resolve the reported issue. We have ensured this solution by changing the system region settings to **English(Canada)**. If you are using any other culture or have applied any different region setting for your machine, then you to load the locale scripts for the locale for UploadBox to resolve this issue.

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/UploadBox_VB__Locale285546121>

If issue still persists, please share your convenient time for web meeting we would like to check and help you resolve the reported problem lively.

Regards,

Muthukrishnan K

Hi Chris,

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/UploadBox_VB__Locale285546121>

Regards,

Muthukrishnan K

**26/02/2020**

Hi Chris,

Thanks for the update.

**Query 1: If I set the local and use the code as below, will the control be forced to use that local at all times?**

If you haven’t added any locale for UploadBox control then it takes your system culture as locale value, if you don’t want to use the localization text for UploadBox then simply you can set locale as **en-US** culture. Refer the below code block.

|  |
| --- |
| <ej:UploadBox ID="UploadACESFile" runat="server" MultipleFilesSelection="true" Locale="en-US" AllowDragAndDrop="true" SaveUrl="/SaveFile.ashx" AutoUpload="true" ClientSideOnError="uploaderror"  ClientSideOnSuccess="uploadsuccess" ClientSideOnBeforeSend="uploadbefore" ExtensionsAllow=".zip" FileSize="100000000" DropAreaText="Drop zip files to upload or click">  <DialogAction CloseOnComplete="true" />  </ej:UploadBox> |

**Query 2: will I need a local for a system in Canada, Mexico, US etc?**

The UploadBox control renders based on the server machine culture. For example, your system culture or locale property of UploadBox was **en-US,** but you are hosting this project in another client machine with culture **en-CA,** then it takes **en-US** as locale for UploadBox control.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

Hi Chris,

Thanks for the update.

***Query 1: If I set the local and use the code as below, will the control be forced to use that local at all times?***

If you haven’t added any locale for UploadBox control then it takes your system culture as locale value and it’s a default behavior of the component, if you don’t want to use the localization text for UploadBox based on the system culture then you can set locale as **en-US** culture while defining the control properties. By doing so, UploadBox will always render based (en-US) culture. Refer the below code block.

|  |
| --- |
| <ej:UploadBox ID="UploadACESFile" runat="server"  MultipleFilesSelection="true" Locale="en-US" AllowDragAndDrop="true" SaveUrl="/SaveFile.ashx" AutoUpload="true" ClientSideOnError="uploaderror"                   ClientSideOnSuccess="uploadsuccess" ClientSideOnBeforeSend="uploadbefore" ExtensionsAllow=".zip" FileSize="100000000" DropAreaText="Drop zip files to upload or click">                          <DialogAction CloseOnComplete="true" />                      </ej:UploadBox> |

***Query 2: will I need a local for a system in Canada, Mexico, US etc?***

The UploadBox control renders based on the hosted machine culture. For example, your system culture or locale property of UploadBox was **en-US,** but you are opening the hosted link in another client machine with culture **en-CA,** then it will not affect the UploadBox functionality and **en-US** will remain as locale for UploadBox control.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264716 - Issue in DatePicker control.

**17/02/2020**

Hi Amol,

Greetings from Syncfusion support.

We have checked your reported problem with your shared information. We have found that you have referred scripts files in master page with wrong reference order. To resolve your reported problem, you need to refer the required script files in the order depicted in the below snippet.

|  |
| --- |
| <**script** src**=**"<https://cdn.syncfusion.com/js/assets/external/jquery-3.3.1.min.js>"></**script**>  <**script** src**=**"<https://cdn.syncfusion.com/js/assets/external/jsrender.min.js>"></**script**>  <**script** src**=**"<https://cdn.syncfusion.com/17.4.0.46/js/web/ej.web.all.min.js>"></**script**>  <**script** src**=**"<https://cdn.syncfusion.com/17.4.0.46/js/common/ej.webform.min.js>"></**script**> |

Kindly refer to the below documentation link to know more about referring required files.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls#adding-the-required-javascript-files>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 264805 - Issue in Menu Control.

**17/02/2020**

Hi Amol,

Greetings from Syncfusion support.

We have checked your query in EJ Menu control. Unfortunately, we were unable to reproduce your reported problem with your provided limited information. Please share some additional details regarding your problem, it will be helpful for us to provide you exact solution for your problem.

* 1. Code snippet of your ej menu rendering
  2. Console error screenshot
  3. Exact requirement with menu
  4. If possible, share the sample application.

We have prepared EJ Menu control sample in ASP.NET Application, refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/MenuFrameWork4.0424703195.zip>

Regards,

Muthukrishnan K

Hi Amol,

We have prepared sample by rendering the Grid on Initial pageLoad but we are unable to reproduce the problem at our end. Refer to the sample Link: -

<https://www.syncfusion.com/downloads/support/directtrac/264805/ze/Sample_(5)-2094985172>

Demo Link:-  <https://asp.syncfusion.com/demos/web/grid/defaultfunctionalities.aspx>

We need some more additional details to replicate the issue. Share us the following details. 

1. Complete Grid code example.
2. Exact scenario you have faced the issue.
3. If possible, replicate the issue in the above sample and revert us back.
4. Console error screenshot (if any)/ Video Demo to replicate the issue for Grid.

Regards,

Muthukrishnan K

### 264846 - DropDownlist Doesn't show DataValueField and DataTextField

Hi Kylderi,

Greetings from Syncfusion support.

We have checked your reported problem in DropDownList control. The **<ej:DropDownList>** tag will not work in Js render template, we can render the html elements only. For this scenario, we can render input text box initially and we can convert into Syncfusion DropDownList in the event of Grid **TemplateRefresh** method. Kindly refer the below code block.

|  |
| --- |
| <script type="text/x-jsrender" id="columnTemplate">  <input type="text" class="List" />  </script>  <script type="text/x-jsrender" id="columnTemplate1">  <input type="text" class="List" />  </script>  <ej:Grid ID="OrdersGrid" runat="server" AllowPaging="true">  <DataManager URL="http://js.syncfusion.com/demos/ejServices/Wcf/Northwind.svc/Orders/"></DataManager>  <ClientSideEvents TemplateRefresh="template" />  <Columns>  <ej:Column Field="OrderID" />  <ej:Column Field="EmployeeID" />  <ej:Column Field="CustomerID" />  <ej:Column HeaderText="Customer" Template="#columnTemplate1"></ej:Column>  <ej:Column Field="ShipCountry" />  <ej:Column HeaderText="Temp" Template="#columnTemplate"></ej:Column>  <ej:Column Field="Freight" />  </Columns>  </ej:Grid>  <ej:DropDownList runat="server" ID="DropDownList1" DataTextField="ShipCountry" DataValueField="ShipCountry"></ej:DropDownList>  <script type="text/javascript">  var List = [  { text: "Action 1", icon: "1"},  { text: "Action 2", icon: "2" },  { text: "Action 3", icon: "3" },  ];  function template(args) {  $(args.cell).find('.List').ejDropDownList({  dataSource: List,  fields: { text: "text", value: "icon" },  width: "100px"  });  }  </script> |

We have prepared sample application for your convenience, refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DropDown_Text1682437891.zip>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 221978 - How to make a hyperlink to be permanent in RTE?

**17/02/2020**

Hi Vivek,

Thanks for the update.

We are working on it, we will update the further details on tomorrow (18th February 2020). Please be patience until then.

Regards,

Muthukrishnan K

### 266051 - Signature component in Typescript

**18/02/2020**

Hi Nandakumar,

Greetings from Syncfusion support.

Yes, Syncfusion EJ Signature component available in TypeScript. Please refer the following links to know more about signature control in TypeScript.

Documentation link : <https://help.syncfusion.com/typescript/signature/getting-started>

Sample Demo link : <https://tsjq.syncfusion.com/#!/bootstrap/Signature/Signature>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 266068 - Multiple ranges

**18/02/2020**

Hi Stuart,

Greetings from Syncfusion support.

In Syncfusion Slider control, currently we have provided single range support only. Please refer to the below documentation link.

<https://ej2.syncfusion.com/documentation/slider/limits/?no-cache=1#range-slider-limits>

We have validated this requirement and considered this as a feature from our end, it will be included in our anyone of upcoming volume release.

Generally, we will plan the feature implementation based on feature rank, Wishlist plan and customer request count for some feature.

You can track the feature status through the below portal link.

<https://www.syncfusion.com/feedback/12164/provide-multiple-range-support-slider>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264896 - Issues with Slider, Chips and Tooltip - Branched from 254351

Hi Tams,

Greetings from Syncfusion support.

***Query 1: the slider layout in a toolbar (IE11 vs Chrome)***

We have checked your reported problem, this issue arises because of toolbar control. We are validating this issue from our end. We will update the further details within two business days (20th February 2020).

***Query 2:* The tooltips gone "wild" sometimes (see related ticket)**

We assume that, issue with tooltip reported in this incident is the same issue which you reported previous incident [262998](https://www.syncfusion.com/support/directtrac/incidents/262998). We have also attended meeting regarding this problem with you today. As informed we will update the validation details or solution in our next update in that corresponding incident([262998](https://www.syncfusion.com/support/directtrac/incidents/262998)).

***Query 3: The icon image quality is poor in the ChipList control (IE11 vs Chrome)***

We have checked your reported problem in Chip control. This issue occurs due the server engine of IE browser. Please refer the public forum in the below link.

<https://answers.microsoft.com/en-us/ie/forum/all/images-are-blurry-in-internet-explorer-no-problem/684d9d31-fce0-4edd-929d-c7d362a4219e>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 256381 - Chips Checked State

**18/02/2020**

Hi Steven,

Sorry for the inconvenience.

We have prepared sample which will help you meet your expected requirement. In this sample we have selected two chips on the initial page load using [**SelectedChips**](https://ej2.syncfusion.com/documentation/api/chips/chipList/#selectedchips) property(to replicate similar to your requirement: **User1 turns on Chip2 and Chip4**). We have cleared the selection of chips using button click event before that we have stored selected chips value to a variable **lastSelected (**to replicate similar to: **App saves to DB 0,1,0,1 to the database. i.e. chips 2 and 4 are ON)**.

After clear the selection, we can select the chips using last stored indexes(like using the value from the database). Please refer the below code block.

|  |
| --- |
| <**EjsChipList** **@ref**="chip" **Selection**="Selection.Multiple" **SelectedChips**="@selectedChip">      <**ChipCollection**>          <**ChipListChip** **Text**="Chip1"></**ChipListChip**>          <**ChipListChip** **Text**="Chip2"></**ChipListChip**>          <**ChipListChip** **Text**="Chip3"></**ChipListChip**>          <**ChipListChip** **Text**="Chip4"></**ChipListChip**>      </**ChipCollection**>  </**EjsChipList**>  <**EjsButton** **@onclick**="clear">Clear selection</**EjsButton**>  <**EjsButton** **@onclick**="changeChip">Select Chip</**EjsButton**>  @code {      EjsChipList chip;  // select chips on initial time      public object selectedChip { get; set; } = new int[] { 1, 3 };      public object lastSelected { get; set; }      public void changeChip()      {  // Select last selected chips          selectedChip = lastSelected;      }      public void clear()      {  // store last selected chips          lastSelected = chip.SelectedChips;  // clear the selected chips          selectedChip = new int[] { };      }  } |

Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Chip_Selection2087184143.zip>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 264820 - DashboardLayout Questions

Hi Ayman,

Thanks for the update.

Yes, you can set the dashboard layout panel background as transparent. Please refer the below code block.

|  |
| --- |
| #Dashboard.e-dashboardlayout.e-control .e-panel{      background-color: transparent;    } |

You can also, set the dark grey as back ground for entire control section. Refer the below code block.

|  |
| --- |
| .control-section{      background-color: darkgrey;    } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://stackblitz.com/edit/dashboard-highcontrast>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 266091 - Localisation of dates

**18/02/2020**

Hi Karam,

Greetings from Syncfusion support.

***Query 1: Everything is fine except that dates are displayed in English***

We are validating this requirement in our File Manager control. We will update the further details within two business days (20th February 2020). Please be patience until then.

***Query 2: there are still some english sentences for which I didn't find any entry in the translation file***

To change file upload success message, we need to add the corresponding messages based on the localization. Please refer to the below link for localization file Syncfusion controls in **French**.

<https://github.com/syncfusion/ej2-locale/blob/master/src/fr.json>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 264954 - Autopostback

**19/02/2020**

Hi Fredrik,

Thanks for the update.

***Query: have if you but your default page in another folder, will it still work***

Yes, our ejDropDownList server-side events will work within sub folders too.  In previous update, we have shared sample with your code. In that sample we have added ejDropDownlist control inside aspx page of Menu folder. Please refer the previously shared sample in the path of **Menu/MenuFeatures.aspx.** As said earlier, if you face issue with AutoPostback of ASP dropdownlist, you can replace them with our ejDropDownList.

if the issue (**server-side event was not working**) still persists with ejDropDownList, then please let us know your convenient time for web meeting. We will check and help you resolve the problem, lively.

Regards,

Muthukrishnan K

**19/02/2020**

Hi Fredrik,

Thanks for the joining meeting with us.

**Query: Autopostback not working in EJ DropDownList**

On the further analysis of your reported with your project. We have found that you have not added ASP ScriptManager in the master page. If we are not adding ScriptManager then postback will not be working for EJ controls. Then we have added the ScriptManager in the master page and then your reported issue was resolved.

Regards,

Muthukrishnan K

### 266316 - Need help in Essential JS - ejAutocomplete

**19/02/2020**

Hi Khairul,

Greetings from Syncfusion support.

***Query 1: why my autocomplete is delay?***

Sorry for the inconvenience caused, in the previous ticket we have shared sample to load data from Web API controller. In that sample we have set the filtered data source to autocomplete control in ajax success method. So, that it shows data delay. Now, we set the data source for AutoComplete control on initial time and filter data in API controller using change event. Please refer the below code block.

[**JsonData\_1.html**]

|  |
| --- |
| <input type="text" id="selectEmployee" />  <script type="text/javascript">  $(function () {  // declaration  var employees = ej.DataManager({  /\* ASP.NET Web API \*/  url: "/api/Autocomplete",  adaptor: new ej.WebApiAdaptor(),  offline: true,  crossDomain: true  });  $('#selectEmployee').ejAutocomplete({  dataSource: employees,  width: "100%",  fields: { text: "Name", uniqueKey:"ID" },  watermarkText: "Select an employee",  showPopupButton: true,  filterType: 'contains',  change: onChange  });  });  function onChange(args) {  $.ajax({  dataType: "json",  url: "/api/Autocomplete/GetDataCar",  data: { data: args.value },  success: function(result) {  console.log("event triggered");  }  });  }  </script> |

***Query 2: I want my autocomplete applying - Contains.***

You can customize the filtering type based on your requirement using [filterType](https://help.syncfusion.com/api/js/ejautocomplete#members:filtertype) property in AutoComplete control. When using Web API adaptor we also need to change the controller side to filter based on the condition. Refer the below code block.

[**AutocompleteController.cs**]

|  |
| --- |
| public JsonResult GetDataCar(string data)  {  var data1 = Get();  if (data != null)  {  // filter by startswith  // var search = from n in data1 where n.Name.ToLower().StartsWith(data.ToLower()) select n;  // filter by contains  var search = from n in data1 where n.Name.ToLower().Contains(data.ToLower()) select n;  return new JsonResult()  {  Data = search,  JsonRequestBehavior = JsonRequestBehavior.AllowGet  };  }  else  {  return new JsonResult()  {  Data = data1,  JsonRequestBehavior = JsonRequestBehavior.AllowGet  };  }  } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/AutoComplete_Filtering-1290101177.zip>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**20/02/2020**

Hi Khairul,

Thanks for the update.

We have checked your reported problem with your shared information. We have found that you have hosted Web API in default port. But your application runs on different port **52801.** For this scenario cross origin error was throwed in console window. If you are using API controller in same project you don’t need to enable cross origin but your case, you need enable the cross origin.

Please refer the below link for enable cross origin.

<https://stackoverflow.com/questions/6290053/setting-access-control-allow-origin-in-asp-net-mvc-simplest-possible-method>

<https://docs.microsoft.com/en-us/aspnet/web-api/overview/security/enabling-cross-origin-requests-in-web-api#enable-cors>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**21/02/2020**

Hi Khairul,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further analysis of your reported problem with your project. We have found that you are getting data source from another host, but your project runs on different port so, that cross origin error was thrown on console window. We are suggested to you use the browser extension which allows the cross origin and added it in your browser then issue was resolved.

Please find the below link for recorded meeting video,

<https://www.syncfusion.com/downloads/support/directtrac/266316/ze/2663161144466987>

Please refer to the below links for to know more about cross origin.

<https://stackoverflow.com/questions/40079214/how-to-enable-cross-origin-requests-in-asp-net-mvc>

<https://stackoverflow.com/questions/6290053/setting-access-control-allow-origin-in-asp-net-mvc-simplest-possible-method>

<https://docs.microsoft.com/en-us/aspnet/web-api/overview/security/enabling-cross-origin-requests-in-web-api#enable-cors>

Regards,

Muthukrishnan K

### 266146 - Feedback : Can treeView component handle hege sets of data.

Hi Kranthi,

Greetings from Syncfusion support.

Yes, Syncfusion EJ2 TreeView component can handle huge data. It also gave good performance while using multi selection and drag and drop feature in TreeView. We have prepared sample demo as per your requirement, please refer to the below link for the sample.

<https://stackblitz.com/edit/treeview-largedata-2k>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 264852 - Updating node item info and refresh

Hi David,

Greetings from Syncfusion support.

You can update the TreeView node with new set of data using [refershNode](https://ej2.syncfusion.com/vue/documentation/api/treeview/#refreshnode) method. We have prepared sample to meet your requirement. In this sample we have updated the particular node with some new set of data using refreshNode method in the button click event. Please refer the below code block.

|  |
| --- |
| methods: {  refreshData: function(args) {  var data = {  name: "Updated Parent",  eimg:  "https://npmci.syncfusion.com/development/demos/src/images/employees/10.png",  job: "General Manager",  hasChild: true,  tooltip: "UpdatedNode"  };  *// update the treenode with new data*  this.$refs.Tree.refreshNode("2", [data]);  }  } |

Please refer the below link for the sample.

<https://codesandbox.io/s/vue-treeview-refresh-384cj>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 261830 - Freeze Filter selection

Hi Team,

We have checked your reported problem. We have found that you have not maintained **templateRef** and **viewContainerRef** for column template in grid control. But, you have added separate file (**detail template, edit template, row template, groupcaption template** and **summary template**) for maintaining reference in angular2. To resolve your problem, you also need to add separate file for column template too.

**Grid template location** : <https://svn.syncfusion.com/!/#studio/view/head/Source/trunk/JS/angular/ej/gridtemplates/grid.row.template.ts>

Regards,

Muthukrishnan K

**20/02/2020**

Hi Team,

We are validating your reported problem, we will update the further details within three business days (25th February 2020).

Regards,

Muthukrishnan K

### 266334 - Feedback : Doesn't show quick setup with create react app.

Dear Customer,

Thanks for the update.

We have validated your reported problem in our documentation, we will update the our getting started documentation with new content in the any one of our upcoming release.

You can create react app with npm packages. Please refer the below link.

<https://help.syncfusion.com/reactjs/overview#react-application-with-npm-packages>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266440 - ClientSideOnFileSelect event not firing in Edge

Hi Joseph,

Greetings from Syncfusion support.

We have checked your reported problem with EJ UploadBox control. The **ClientSideOnFileSelect** event triggers in Edge browser. We have also tested with all major browsers (chrome, Firefox, IE11) it works fine in our end. We have also prepared sample as your mentioned version (13.3.0.18). Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FileSelect901957583.zip>

If issue still persists, please share some additional details it will be helpful to provide you the exact solution.

1. UploadBox rendering code block.
2. If you are facing any console error, share the screen shots.
3. If possible, replicate the issue in the above sample and revert us back.

Regards,

Muthukrishnan K

### 266466 - Make DropDownList (Grid Column) to show SelectedText after selection

Hi Kylderi,

Greetings from Syncfusion support.

We have checked your reported problem with your shared information. We have found that you have set the EJ DropDownList value field (**EstoqueDestinoID**) as Grid column field. So, that dropdownlist value was stored in grid. For this scenario, you need assign DropDownList Text field (**EstoqueDestino**) as Grid field. Please refer the below code block.

|  |
| --- |
| $(rows).find("#gridItensAssociarEstoqueDestinoID").ejDropDownList({  dataSource: JSON.parse(result.Data),  fields: { text: "EstoqueDestino", value: "EstoqueDestinoID" },  select: function (args) {  estoqueDestinoSelected(args);  }  }); |

|  |
| --- |
| $("#gridItensAssociar").ejGrid({  dataSource: JSON.parse(result.Data),  allowPaging: true,  allowSorting: true,  allowFiltering: true,  selectionType: ej.Grid.SelectionType.Single,  actionComplete: "gridAssociarActionComplete",  beginEdit: "gridAssociarBeginEdit",  endEdit: "gridAssociarEndEdit",  cellEdit: "gridAssociacaoEstoquesCellEdit",  pageSettings: { pageSize: 10 },  filterSettings: { filterType: "excel" },  editSettings: { allowEditing: true },  toolbarSettings:  {  showToolbar: true,  toolbarItems: [ej.Grid.ToolBarItems.Edit, ej.Grid.ToolBarItems.Update, ej.Grid.ToolBarItems.Cancel]  },  columns: [  { field: "ProdutoID", allowEditing: false, visible: false, width: 80 },  { field: "ProdutoAssociadoID", headerText: "ID", allowEditing: false, width: 50 },  { field: "Nome", headerText: "Nome", allowSorting: true, allowEditing: false, width: 150 },  { field: "CodigoBilden", headerText: "Cód. Bilden", allowEditing: false, width: 100 },  { field: "CodigoFornecedor", headerText: "Cód. Fornecedor", allowEditing: false, width: 100 },  { field: "Quantidade", headerText: "Quantidade", edittype: "numericedit", allowEditing: true, width: 50 },  { field: "EstoqueOrigemID", headerText: "Estoque Origem", allowEditing: true, width: 100 },  { field: " EstoqueDestino ", headerText: "Estoque Destino", allowEditing: true, width: 100 }  ]  }) |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266148 - Font Property Issue in RTE Tool

**20/02/2020**

Hi Durgadevi,

We are validating your reported problem with EJ RTE control, we will update the further details with in two business days (24th February 2020).

Regards,

Muthukrishnan K

**21/02/2020**

Hi Durgadevi,

We have confirmed your reported problem was bug in our EJ RTE control. we will fix this issue and include the fix in after volume 1 beta release.

Please find the Jira task: <https://syncfusion.atlassian.net/browse/JS-63279>

Regards,

Muthukrishnan K

**21/02/2020**

Hi Durgadevi,

Okay, we can deliver the fix for your reported problem in the month end of February on (28/02/2020).

Regards,

Muthukrishnan K

**28/02/2020**

Hi Durgadevi,

On further validation, your reported issue occurs due to the font and color styles added directly to the element in the **setHtml** method. In our editor manager source, for setting font styles we would have split the parent note into sub nodes based on the styles applied. Since the parent table has font and color styles directly in element, this splits into two table and hence the issue occurs. To overcome this case, we suggest you include the styles for table from external style sheet and refer this through **externalCSS** property. This method will apply require styles to your table as well as dynamic interactions will also work fine.

Refer to the following code to be modified

**iframe.CSS**

|  |
| --- |
| table  {  font-family:Segoe UI;  font-size:13px;  border-color: rgb(92, 92, 92);  } |

**Default.html**

|  |
| --- |
| $("#rteSample").ejRTE({minHeight: 200,          maxLength: 10000000,        externalCSS: "iframe.CSS",  ..  .   . .  .  .   . . .  rteObj.setHtml("<div><span></span></div><span>&nbsp;"          + "<table border='1' class='e-rte-table e-detailTab-table' width='86.59112370160528%' style='border-collapse: collapse;' align='' "          + "height='66.68099214145383%'><tbody><tr><td contenteditable='true' " . . .  .  .  . .. |

Modified sample can be downloaded from the below link

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FontStyle_issue_in_RTE1076244366>

Please let us know if have any concerns.

Regards,

Muthukrishnan K

### 266585 - printing from within the program and suppressing the page name at the foot of the text

**21/02/2020**

Hi Brian,

Greetings from Syncfusion support.

***Query 1:  How can I invoke the print command from outside the editor.***

We have checked your query in EJ RTE control. You can print the RTE content using separate button other RTE toolbar print option. Please refer the below code block.

|  |
| --- |
| <script type="text/javascript">  function print() {  var rte = $("#MainContent\_RTE").ejRTE("instance");  rte.\_onPrint();  }  </script> |

We have prepared sample for your convenience. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_Print1511456363.zip>

***Query 2:  when I print there is a header on the top of the page with the title of the page and a footer with the url of the page.***

We used common window print method in the RTE control. So, that setting header and footer was default behavior. If you are using chrome browser it shows options to enable and disable the header and footer options. Refer the below screen shot.

|  |
| --- |
|  |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**24/02/2020**

Hi Brian,

Thanks for the update.

You can use the previously shared sample code in the page of **Default.aspx**. we have also prepared new sample for your convenience in the version of (**16.4460.0.42**). please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_Printing-1905345747>

Please refer to the below link, to know more about customization in RTE.

<https://help.syncfusion.com/aspnet/richtexteditor/user-interface>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266726 - after autopostback the value of datapickeur is cleared

**22/02/2020**

Hi Yassine,

Greetings from Syncfusion support.

We have checked your query with EJ DatePicker control. We can achieve your requirement by using our existing property [**EnablePersistence**](https://help.syncfusion.com/api/js/ejdatepicker#members:enablepersistence) which is used to Enable/disable the state maintenance of DatePicker control. By setting this value to **true** we can maintain the DatePicker value even after the post back the form.

Please find the below code snippet,

|  |
| --- |
| <ej:DatePicker ID="datepick2" EnablePersistence="true" runat="server"></ej:DatePicker> |

We have also prepared sample for your convenience, please refer to the below link for the sample.

Refer to the below link to know more about state persistence in DatePicker control.

<https://help.syncfusion.com/aspnet/datepicker/state-persistence>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 266796 - DatePicker value in code behind always null

**24/02/2020**

Hi Ahmed,

Greetings from Syncfusion support.

We have checked your reported problem with our EJ DatePicker control. We suspect that based on your shared information you have not added any value for DatePicker control. So, that null value was set for DatePicker control.

If you are setting value for DatePicker as **DateTime.Now** then we need to call **Page.DataBind()** method. Then only we can get the value for DatePicker control in code behind.

Refer the below code block.

|  |
| --- |
| <ej:DatePicker ID="datepicker1" ClientSideOnChange="onChange" Value="<%# DateTime.Now%>" runat="server"></ej:DatePicker>  <ej:DatePicker ID="datepicker2" Value="02/23/2020" runat="server"></ej:DatePicker> |

Refer the below screen shot, it returns the current date as value in code behind.

|  |
| --- |
|  |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DatePicker_Value1770578161>

Please refer the below link to know more about set value in DatePicker.

<https://help.syncfusion.com/aspnet/datepicker/getting-started#get--set-value>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266637 - Feedback : How do we know to fetch the next page?

**24/02/2020**

Dear Customer,

Greetings from Syncfusion support.

We have checked your query in EJ Pager control. we have provided [change](https://help.syncfusion.com/api/js/ejpager#events:change) event for pager control you can identify whether the page number is changed or not using this event. In this change event you can get the **isInteraction** argument. Please refer the below code block.

|  |
| --- |
| <div id="Pager"></div>  <script type="text/javascript">  $(function () {  $("#Pager").ejPager({  currentPage: 1,  pageSize: 1,  totalPages: 20,  totalRecordsCount: 20,  pageCount: 5,  pagerInfo: "{0} of {1} pages ({2} items)",  isResponsive: true,  change: function (args) {  alert("Page number changed to :"+ args.currentPage);  console.log("IsIteracted: "+args.isInteraction);  }  });  });  </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/4euyoaub>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266634 - Feedback : How do I get the interaction events?

**24/02/2020**

Dear Customer,

Greetings from Syncfusion support.

We have checked your query in EJ Pager control. We have provided [change](https://help.syncfusion.com/api/js/ejpager#events:change) event for Pager control you can identify whether the page number is changed or not using this event. In this change event you can get the **isInteraction** argument. Please refer the below code block.

[**Index.cshtml**]

|  |
| --- |
| <**ej-pager** id="pager" **page-count**="5" **page-size**="1" **is-responsive**="true" **total-records-count**="20" **change**="pagerChange"></**ej-pager**>  <script type="text/javascript">  function pagerChange(args) {  pagerObj = $("#pager").ejPager("instance");  alert("Page number changed to: " + args.currentPage);  console.log("IsInteracted: " + args.isInteraction);  }  </script> |

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Pager-840378135>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266642 - Feedback : how do we bind to the interaction?

Hi Mark,

Greetings from Syncfusion support.

We have checked your query in EJ Pager control. We have provided [change](https://help.syncfusion.com/api/js/ejpager#events:change) event for Pager control you can identify whether the page number is changed or next page is clicked or not using this event. In this change event you can get the **isInteraction** argument. Please refer the below code block.

[**Index.cshtml**]

|  |
| --- |
| <**ej-pager** id="pager" **page-count**="5" **page-size**="1" **is-responsive**="true" **total-records-count**="20" **change**="pagerChange"></**ej-pager**>  <script type="text/javascript">  function pagerChange(args) {  pagerObj = $("#pager").ejPager("instance");  alert("Page number changed to: " + args.currentPage);  console.log("IsInteracted: " + args.isInteraction);  }  </script> |

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Pager-840378135>

If we misunderstood your requirements, please share your exact requirement with Pager control, it will be helpful us to serve you better.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266659 - Need Code Sample to disable timezone conversion in ej-datetime-picker

Hi Nathar,

Greetings from Syncfusion support.

We have checked your query in EJ DateTimePicker control. We have already validated this requirement and included in the latest release. We suspect that you are using old version of our packages, please upgrade your nuget package to latest version (**17.4.0.50**). You can set the time zone for DateTimepicker control in latest version. Refer the below code block.

|  |
| --- |
| <**ej-date-time-picker** id="Datetime" **width**="175px" **time-zone**="false" **value**="@DateTime.Now"></**ej-date-time-picker**> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DateTimePicker-1762314267>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266699 - Unable to start ASP.Net MVC webapp after adding nuget package syncfusion.aspnet.mvc5

**24/02/2020**

Hi Marcel,

Greetings from Syncfusion support.

We are validating your reported problem in our end. Your reported problem arises only in Visual Basic project, we will update the further details with in two business days (26th February 2020). Please be patience until then.

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

**26/02/2020**

Hi Marcel,

Thanks for being patience.

We have checked your reported problem in our end. While installing NuGet packages, we have found that namespaces were added in both **web.config** file. So, that your reported problem occurs, we are currently working resolving these problem with our NuGet installation.

To resolve this problem, we need to remove the Syncfusion namespace from outside web.config file. Please refer the below code block.

[**MijnAbabFiles3/Web.config**]

|  |
| --- |
| <pages>  <namespaces>  <add namespace="Syncfusion.MVC.EJ " />  <add namespace="Syncfusion.JavaScript " />  <add namespace="Syncfusion.JavaScript.Mobile " />  </namespaces>  </pages> |

Refer the below screen shot.

|  |
| --- |
|  |

We have made changes in your shared sample project and rendered Syncfusion EJ Accordion and DatePicker control in it. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/MijnAbabFiles31264683971>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

Hi Team,

While installing **Syncfusion.AspNet.Mvc5** NuGet packages

### 151822 - Jscript Spell Checker in MVC 5

**24/02/2020**

Hi George,

Thanks for contacting Syncfusion support.

We have checked your query in EJ SpellChecker control. you can use custom dictionary in your project. We have prepared KB documentation for using SpellCheck control in MVC project. please refer to the below link for KB documentation.

<https://www.syncfusion.com/kb/10518/how-to-use-ejspellchecker-in-your-application>

For EJ1 SpellCheck control you need to install **Syncfusion.AspNet.MVC5** NuGet package.

Refer the below documentation link to know more about SpellCheck in MVC.

<https://help.syncfusion.com/aspnetmvc/spellcheck/dictionary>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**25/02/2020**

Hi George,

Thanks for the update.

***Query 1: i get the error that "Actions does not contain a definition for CustomWord, RequestType, Model,ErrorWord***

This actions parameter was added in the Models file of the project. Refer the below code block.

[**SpellModel.cs**]

|  |
| --- |
| public class Actions  {  public string Text { get; set; }  public string CustomWord { get; set; }  public SpellModel Model { get; set; }  public string RequestType { get; set; }  public string ErrorWord { get; set; }  } |

***Query 2:* Can you maybe help me out by providing me with sample code ?**

In the previous update we have shared kb documentation link which also contains the ASP.NET MVC sample project with SpellCheck control.

Please refer the below link for the sample.

<http://www.syncfusion.com/downloads/support/directtrac/230633/ze/SyncfusionSpellCheck-720172349>

***Query 3: Beside all that SyncfusionSpellChecker.Base is unlisted on Nuget.org***

You can get Syncfusion.SpellChecker.Base dll in below location. Please find it below.

*C:\Program Files (x86)\Syncfusion\Essential Studio\{Product Version}\Assemblies\Based on your Assembly version\*

***e.g***

*C:\Program Files (x86)\Syncfusion\Essential Studio\15.4.0.17\Assemblies\4.5\Syncfusion.SpellChecker.Base.dll*

Or otherwise, you can follow the below help document to install the spell checker package in your application.

<https://www.nuget.org/packages/Syncfusion.SpellChecker.Base/>

Please let us know, if you need any assistance on this.

Regards,

Muthukrishnan K

03/03/2020

Hi George,

Thanks for the update.

We don’t have built-in support to configure spell check for other languages, since we haven’t licensed dictionary files for other languages. But you can customize this by referring the dictionary file for their language in the path configured in the server-side controller method. It works based on the given dictionary files also works on only one language at a time. This is our EJ SpellCheck control behavior. If you are customized to work on Latin words, then it will not check the non-Latin words.

We have used RegEx to identify whether the word is English or not. To work with other languages, you also need to change the **Regex** based on your requirements.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 266733 - slow loading pdfs

Hi Bill,

Greetings from Syncfusion support.

We have checked your query in EJ FileExplorer control. To add this pdf functionality in our FileExplorer control, we need add all the dependencies of PdfViewer control in the FileExplorer. To maintain FileExplorer as light weight control, we have not added this kind of file opening functionality in our control. So, that we suggest to you use this add on functionality in sample level.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 266558 - Contact : I have a problems with one of you items. From one of my page comes follow information.

Hi Bjarne,

Greetings from Syncfusion support.

We were unable to understand your exact problem with your provided information. Please share some additional details. It will be helpful us to provide you prompt solution.

1. Have you facing issues with Syncfusion control? if yes, please share the control name.
2. Which platform you are using in your project?
3. EJ control rendering code block.
4. If possible, please share the issue reproducible sample.
5. If possible, please share the video of issue reproducing steps.
6. Share the master page, web.config and aspx page of your project.

Regards,

Muthukrishnan K

### 267014 - DOM node increasing issue - Branched from 257923

Hi George,

We have checked the reported issue, started to validate the cause and solution for this problem. We will update you the further details on 27th February 2020.

Until then, we appreciate your patience.

Regards,

Muthukrishnan K

Hi George,

Thanks for being patience.

On further analysis on your queries, we would like to share the information that the heap size increase based on the  DOM element structure with the Grid excel filter. we have used more DOM element to achieve the filtering functionalities in an elegant way. So whenever you are opening and closing the excel filter the DOM node increase gradually. We have also tried to remove the filter popup and tried to implement it on the basis of on demand. But it’s not possible to achieve it from our side. Also, we suggest you use the menu filter instead of excel if you want to reduce the DOM elements.

We would also like to suggest that the below information may help you to resolve the problem related to DOM node counts .We have also analyzed the DOM nodes count with 8GB and 16GB RAM machines in the provided sample. When compared to 8GB RAM , DOM nodes are reduced faster in 16GB processor.  While we are trying to open more excel filters in the grid component as we discussed with meeting. The reason behind this is , the DOM nodes are actually reduced but it takes time to reflect in the monitoring window with 8GB. Whereas in 16GB , this occurs a little bit fast and DOM nodes are reduced from 8000 to 2000 while switching between filtering options. So the DOM nodes count reduction are also based on the RAM processor used in our machine.

Regards,

Muthukrishnan K

### 266863 - Contact : could you please explain why am I not seeing model binding ASP.NET MVC helpers like DateTimePickerFor, TextBoxFor, etc under EJ 1 namespace?

Hi Nihad,

Greetings from Syncfusion support.

We have checked your query in EJ DateTimePicker and Editors control. we have prepared sample for your convenience. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Helper_For121603876>

Refer the below links for demo samples with DateTimePikcerFor, NumericTextBoxFor, PercentTextBoxFor and CurrencyTextBoxFor

<https://mvc.syncfusion.com/demos/web/datetimepicker/datetimepickerfor>

<https://mvc.syncfusion.com/demos/web/editor/editorfor>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 264743 - Diagram component and Angular 9 with Ivy/Aot

Hi Team,

We have validated this requirement in EJ1 components. we will include this angular 9 support in any one of our upcoming release.

Generally, we will plan the feature implementation based on feature rank, Wishlist plan and customer request count for some feature.

You can track the feature status through the below portal link.

<https://www.syncfusion.com/feedback/12334/provide-angular-9-support-for-ej1-components>

Regards,

Muthurkishnan K

### 266912 - Clear content issue

Hi Matteo,

Greetings from Syncfusion support.

We have checked your reported problem in EJ RTE control. We were unable to reproduce your problem, please share some additional details it will be help us to provide you prompt solution.

1. The exact scenario of reported issue.
2. Your real time use case of RTE control.
3. Have you cleared RTE content using innerHtml or any other way?
4. Which browser you are using?
5. Which version of Syncfusion script was referred in your project?
6. If possible, share the recoded video while reproducing the issue. Or share us issue replicating sample.

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

### 267217 - Dynamic node creation ~ from 267184

**26/02/2020**

Hi Ajay,

Greetings from Syncfusion support.

We have checked your query with EJ TreeView control. you can add tree node on dynamically using the [addNode](https://help.syncfusion.com/api/js/ejtreeview#methods:addnode) method of TreeView. Refer the below code block.

|  |
| --- |
| <ej:Button  ID="add"  Text="Add Node"  Type="Button"  runat="server"  ClientSideOnClick="Add">  </ej:Button>  <ej:TreeView  ID="treeview"  runat="server"  DataTextField="Text"  DataIdField="Id"  DataParentIdField="Parent"  DataExpandedField="Expanded">  </ej:TreeView>  <script type="text/javascript">  function Add() {  treeObj = $("#<%= treeview.ClientID %>").ejTreeView('instance');  var newNode = { Id: 11, Text: "Item 2.1" };  //to add tree node  treeObj.addNode(newNode, "2");  }    </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview-1807682693>

Please refer to the below documentation link to know more about node manipulation in Treeview.

<https://help.syncfusion.com/aspnet/treeview/tree-node#node-manipulations>

Refer to the below API documentation link for Treeview.

<https://help.syncfusion.com/api/js/ejtreeview>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**13/04/2020**

Hi Abhay,

Thanks for the update.

We have validated your requirement, in the previous update we have shared the example for how to add the new node in TreeView control. If you want to add the child node for the nested parent node then we need to pass the id or object of the parent node in the **addNode()** method. If we not provide the target for addNode method then it will add the new node directly to root node of TreeView control. Please refer to the below image for parameters in the addNode method.

|  |
| --- |
|  |

If you want to directly add the child node for nested parent node when clicking the context menu of the TreeView control. please refer to the below documentation link for adding child nodes dynamically in context menu click.

<https://help.syncfusion.com/aspnet/treeview/how-to#treeview-context-menu-to-process-node-operations>

Please refer to the below link for live demo of adding child node when click the menu option.

<https://asp.syncfusion.com/demos/web/treeview/contextmenu.aspx>

We have prepared editable sample of adding child node when click the menu option. Please refer to the below link.

<https://jsplayground.syncfusion.com/dvwuthvk>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

Hi Abhay,

We have validated your requirement. In our previous update, we have shared the example for adding the new node in TreeView control with details.

If you want to add the child node for the nested parent node, then we need to pass the id or object of the parent node as the second parameter for the **addNode()** method. If we don’t specify target parameter (either id or parent element object) in **addNode()** method, then new node will directly will be added to root node of TreeView control. Please refer to the below image for parameters in the **addNode()** method.

|  |
| --- |
|  |

You have stated that you are not maintaining **id** field for nodes and expecting to add node similar to DOM node appending functionality. This expected functionality can also be achieved using **addNodes()**. Instead of passing parent ID as target, you can pass parent element object as the target parameter to the **addNode()** method.

We have prepared editable sample of adding child node using the context menu option, in which we use parent element object as target parameter to add new nodes to the nested node element. Please refer to the below link.

<https://jsplayground.syncfusion.com/dvwuthvk>

ASP.NET Sample: <https://help.syncfusion.com/aspnet/treeview/how-to#treeview-context-menu-to-process-node-operations>

Please refer to the below link for live demo of adding child node when click the menu option.

<https://asp.syncfusion.com/demos/web/treeview/contextmenu.aspx>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 261979 - Asp.Net core EJ not found issues

**26/02/2020**

Hi Stefan,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further analysis of your reported problem with your project. You have tried to use the EJ1 waiting popup control in the EJ2 pdf viewer control. so, that you are facing some issues, we suggested you to use the compatibility scripts in the project, but you are neglected to use additional script files for adding EJ1 scripts and asked other way to use the waiting popup in your project. we suggested you to use the EJ2 Spinner control and you agreed. We promised you to provide details regarding EJ2 Spinner control in next update.

Regards,

Muthukrishnan K

In this incident [261979](https://www.syncfusion.com/support/directtrac/incidents/261979), we have attended meeting today (12.30 PM). The customer tried to use the EJ1 waiting popup control in the EJ2 pdf viewer control. so, that customer facing some issues, we suggested him to use the compatibility scripts in the project, but customer neglected to use additional script files for adding EJ1 scripts and asked other way to use the waiting popup in his project. we suggested him to use the EJ2 Spinner control and he agreed. We promised him to provide details regarding EJ2 Spinner control in next update. Since, customer not using any other EJ1 controls. Can you please reassign this incident to EJ2 Spinner team? Also, request them to update details about EJ2 spinner with PDF.

### 267184 - Client side databinding & Callback functionality

**26/02/2020**

Hi Ajay,

Greetings from Syncfusion support.

***Query 1: Need options for Client side databinding.***

We have data binding support for client and server side. Kindly check the below documentation link for our controls.

|  |  |
| --- | --- |
| AutoComplete | <https://help.syncfusion.com/aspnet/autocomplete/data-binding> |
| DropDownList | <https://help.syncfusion.com/aspnet/dropdownlist/databinding> |
| ListBox | <https://help.syncfusion.com/aspnet/listbox/databinding> |
| ListView | <https://help.syncfusion.com/aspnet/listview/data-binding> |
| Menu | <https://help.syncfusion.com/aspnet/menu/data-binding> |
| Toolbar | <https://help.syncfusion.com/aspnet/toolbar/data-binding> |
| TreeView | <https://help.syncfusion.com/aspnet/treeview/populate-data> |
| PivotGrid | <https://help.syncfusion.com/js/pivotgrid/relational-connectivity>  <https://help.syncfusion.com/js/pivotgrid/olap-connectivity> |
| PivotChart | <https://help.syncfusion.com/js/pivotchart/relational-connectivity>  <https://help.syncfusion.com/js/pivotchart/olap-connectivity> |
| PivotClient | <https://help.syncfusion.com/js/pivotclient/relational-connectivity> <https://help.syncfusion.com/js/pivotclient/olap-connectivity> |
| PivotTreeMap | <https://help.syncfusion.com/js/pivottreemap/olap-connectivity> |
| PivotGauge | <https://help.syncfusion.com/js/pivotgauge/relational-connectivity>  <https://help.syncfusion.com/js/pivotgauge/olap-connectivity> |
| Diagram | <https://help.syncfusion.com/js/diagram/data-binding#crud> |
| Grid | <https://help.syncfusion.com/js/grid/data-binding>  <https://help.syncfusion.com/api/js/ejgrid#members:datasource> |
| TreeGrid | <https://help.syncfusion.com/js/treegrid/data-binding> |
| Gantt | <https://help.syncfusion.com/js/gantt/data-binding> |

***Query 2: if any control for using Callback functionality for asynchronus communication?***

Syncfusion EJ1 controls work in synchronous manner and we don’t have call back functionality.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

Hi Ajay,

Thanks for the update.

We will correct our documentation and remove the unsupported links. You can change the color of icons in TreeView control. you can add the custom class for TreeView control using CssClass property by using this property you can add custom styles for TreeView. refer the below code block.

|  |
| --- |
| <ej:TreeView  ID="treeview"  runat="server"  DataTextField="Text"  DataIdField="Id"  DataParentIdField="Parent"  DataExpandedField="Expanded"  CssClass="customize">  </ej:TreeView>  <style type="text/css">    .customize .e-icon.e-minus:before {  content: "\2500";  font-size: 15px;  font-weight: bold;  color: red;  }  .customize .e-icon.e-plus:before {  content: "\254B";  font-size: 15px;  font-weight: bold;  color: red;  }  </style> |

Please refer to the below link for TreeView template sample in ASP.NET Web Forms.

<https://asp.syncfusion.com/demos/web/treeview/template.aspx>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

Hi Abhay,

Thanks for the update.

Currently, we don’t have an inbuilt option to connect the lines between the branches and leaves in TreeView component. We have prepared sample with line for connecting tree nodes. You can change this background whatever you want. Refer the below code block.

[**Default.aspx**]

|  |
| --- |
| <ej:TreeView  ID="treeview"  ShowCheckbox="true"  runat="server"  DataTextField="Text"  DataIdField="Id"  DataParentIdField="Parent"  DataExpandedField="Expanded"  CssClass="custom">  </ej:TreeView>  <style type="text/css">  .custom.e-treeview .e-item .e-item {  background-image: url(Content//icon//treeview-gray-line.gif);  background-repeat: repeat-y;  }  .custom .e-text-wrap:before {  display: block;  content: " ";  background-image: url(Content//icon//treeview-gray.gif);  height: 14px;  position: absolute;  width: 14px;  margin-left: -7px;  margin-top: 4px;  background-position: -3px -327px;  }  </style> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview_Template1083559030>

If packages not restored in this project, please install the **Syncfusion.AspNet** Nuget package version (**17.4.0.49)**.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**04/03/2020**

Hi Abhay,

Thanks for the update.

***Query 1: I have already mentioned, aforesaid error comes with my setup and need binaries which supports my version thus had asked for solution which works in isolation. I have visual studio 2012 working with ASP.Net Webforms.***

We have created TreeView sample in visual studio 2012 version for your convenience. In this sample we have referred our latest version (17.4.0.53) of **Syncfusion.AspNet** NuGet package. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication2-638939882>

**Query 2: NuGet Package restore failed for project**

If packages not restored in this project also, please download the NuGet the package from the below NuGet gallery and refer in your project.

<https://www.nuget.org/packages/Syncfusion.AspNet/>

***Query 3: Not getting e-mail notifications, please do the needful.***

This incident is mapped to the account - Ajay Moghe([ajay.moghe@hcl.com](mailto:ajay.moghe@hcl.com)) hence the notifications will be sent only to that customer when the incident is updated. If needed, we can reassign the incident to the user – Abhay Pal ([abhay.pal@hcl.com](mailto:abhay.pal@hcl.com)) then you will receive the notification. Please confirm whether you want to transfer the incident to your name.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

Hi Abhay,

Thanks for the update.

***Query 1: I have already mentioned, aforesaid error comes with my setup and need binaries which supports my version thus had asked for solution which works in isolation. I have visual studio 2012 working with ASP.Net Webforms.***

We have created TreeView sample in visual studio 2012 version for your convenience. In this sample we have referred our latest version (17.4.0.53) of **Syncfusion.AspNet** NuGet package. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication2-638939882>

**Query 2: NuGet Package restore failed for project**

If packages not restored in this project also, please download the NuGet the package from the below NuGet gallery and refer in your project.

<https://www.nuget.org/packages/Syncfusion.AspNet/>

***Query 3: Not getting e-mail notifications, please do the needful.***

This incident is mapped to the account - Ajay Moghe([ajay.moghe@hcl.com](mailto:ajay.moghe@hcl.com)) hence the notifications will be sent only to that user when the incident is updated. If needed, we can reassign the incident to the user – Abhay Pal ([abhay.pal@hcl.com](mailto:abhay.pal@hcl.com)) then you will receive the notification. Please confirm whether you want to transfer the incident to your name.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**06/03/2020**

Hi Abhay,

Thanks for the update.

In previous update, we have shared the sample to meet your requirement. Since, you have not satisfied with that solution for TreeView. We would like to schedule a web meeting with you to discuss your expected requirement and help you solve the problem which you are facing in your application.

So, could you please share us your convenient time for scheduling the web meeting session? We will make every effort to schedule the meeting on your preferred time and help you solve the problems, lively.

Regards,

Muthukrishnan K

**09/03/2020**

Hi Abhay,

Sorry for the inconvenience. We have missed to schedule the meeting on your mentioned time. Can we have a web meeting on tomorrow Tuesday at **2.00 PM**.

Please let us know, if you ok with that time.

Regards,

Muthukrishnan K

Hi Abhay,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further discussion with you, we were able to understand your requirement clearly in TreeView control.

**Query 1: TreeView control with dotted line to connect parent and child nodes.**

**Query 2: TreeView node text customization, for example Sync*fusion***

**Response for Query1 & 2:** We are validating your requirements. We will update the further details with in two business days (13th March 2020).

**Query 3: Facing issues while using multiple form tag in master page and also in child page.**

**Query 4: Facing issues while rendering TreeView control using button click with large amount of data.**

**Response for Query3 & 4:** We will update the response in corresponding incident respectively [268616](https://www.syncfusion.com/support/directtrac/incidents/268616) and [267743](https://www.syncfusion.com/support/directtrac/incidents/267743).

We appreciate your patience until then.

Regards,

Muthukrishnan K

Hi Abhay,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further discussion with you, we were able to understand your requirement clearly in TreeView control.

**Requirement 1:** TreeView control with dotted line to connect parent and child nodes.

**Requirement 2:** TreeView node text customization, for example Sync*fusion*

*Response for Query1 & 2***:** We are validating your requirements. We will update the further details with in two business days (13th March 2020).

**Requirement 3:** Facing issues while using multiple form tag in master page and also in child page.

**Requirement 4:** Facing issues while rendering TreeView control using button click with large amount of data.

*Response for Query3 & 4****:*** We will update the responses in the respective incident [268616](https://www.syncfusion.com/support/directtrac/incidents/268616) and [267743](https://www.syncfusion.com/support/directtrac/incidents/267743).

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 267319 - DateTime Picker

**27/02/2020**

Hi Yazan,

Greetings from Syncfusion support.

Syncfusion EJ1 DateTimePicker control has responsive mode. Based on the browser dimension, DateTimePicker control layout will change to responsive mode depending on the browser screen dimension. To check DateTimePicker's responsive mode, resize the browser screen to minimal width.

Refer to the below link to know about how to add this control in your project.

<https://help.syncfusion.com/js/datetimepicker/getting-started>

Refer to the below link for API documentation of DateTimePicker.

<https://help.syncfusion.com/api/js/ejdatetimepicker>

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/lo4vq1jg>

Also, please check out our EJ2 DateTimePicker which also has responsive mode to adapt to lower browser screen dimension and other rich features.

<https://ej2.syncfusion.com/demos/#/material/datetimepicker/default.html>

<https://ej2.syncfusion.com/documentation/datetimepicker/getting-started/?no-cache=1>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**27/02/2020**

Hi Yazan,

Thanks for the update.

We have validated your reported problem in EJ DateTimePicker control with mobile device it is working properly at our end. Refer the below screen shot.

|  |
| --- |
|  |

Refer to the below link for the sample with flat-saffron theme.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/datepicker1609646579>

Please check the above attached sample in your mobile device. If issue still persists on your side, please share some details it will be help us to provide you prompt solution.

1. DateTimePicker control rendering code block.
2. Share the referred scripts and styles files in your sample.
3. If possible, share the issue reproducing sample with steps.
4. Share the screen recorder video.
5. In which browser are you facing this issue?
6. Test mobile device details?

Regards,

Muthukrishnan K

### 267219 - Need help binding data on ejComboBox

**27/02/2020**

Hi Khairul,

Greetings from Syncfusion support.

We have checked your query in EJ ComboBox control, yes you can use entity model data for ComboBox cotrol. We have achieved your requirement by adding our local data base file with entity model. We have used mapped customer table columns **CustomerID** and **ContanctName** with ComboBox **Value** and **Text** field respectively. We need to convert the data source to List type for using ComboBox.

Refer the below screen shot.

[**Index.cshmtl**]

|  |
| --- |
|  |

[**HomeController.cs**]

|  |
| --- |
|  |

[**ModelMovie.edmx**]

|  |
| --- |
|  |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Entity-1005260893>

Please refer to the below documentation link to know more about entity data source in ComboBox control.

<https://help.syncfusion.com/aspnetmvc/combobox/data-binding#entitydatasource>

Please let us know, if you need any assistance.

Regard,

Muthukrishnan K

**28/02/2020**

Hi Khairul,

Thanks for the update.

We can also use this in html page, for this scenario we need to use Web API adaptor to retrieve the data from database of entity mode because we are unable access the view bag in html page. Please refer to the below code block for the sample.

**[EntityDataController.cs]**

|  |
| --- |
| public class EntityDataController : ApiController  {  ModelMovieContainer db = new ModelMovieContainer();  // GET api/<controller>  public IEnumerable<Movie> Get()  {  var dataset = db.Customers.Select(x => new Movie  {  ID = x.CustomerID,  Name = x.ContactName  }).ToList();  return dataset;  }  }  public class Movie  {  public string ID { get; set; }  public string Name { get; set; }  } |

**[InserMovie.html]**

|  |
| --- |
| <input type="text" tabindex="1" id="list" />  <script type="text/javascript">  $(function () {  var data = ej.DataManager({  /\* ASP.NET Web API \*/  url: "/api/EntityData",  adaptor: new ej.WebApiAdaptor(),  offline: true,  crossDomain: true  });  $("#list").ejComboBox({  dataSource: data,  fields: { text: 'Name', value: 'ID' },  width: '250px',  placeholder: 'Select a movie',  index: -1  });  });  </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Entity_HTML89172381>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 267306 - Issue with the custom script generator

**27/02/2020**

Hi Michael,

Greetings from Syncfusion support.

We have validated the issue with our source and the reason behind this problem is while downloading **individual** component-wise(component specific) scripts, the core file (main file which contains the EJ component initialization, instance creation functionalities) along with its dependent scripts will be generated for each control and combined as a single script file.

So, when we refer the custom generated scripts for individual components (for say: Spreadsheet and TreeView) in the same page. Then both scripts would consist of EJ Core. This is the reason why the corresponding widgets and its locale will be registered (overrides) in core each time.

This is the default behavior and **we couldn’t generate a common core file for all individual scripts since dependencies for each control may vary**. So, we request you to generate a combined script from CSG based on your required controls and use this in your sample to accomplish your requirement. Since your required components combined scripts size also more or less same to the individual scripts.

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

### 151939 - Using UrlAdaptor in Treeview with custom URL scheme

Hi Sharad,

Thanks for contacting Syncfusion support.

We have checked your query in TreeView component. You can customize the [Query](https://ej2.syncfusion.com/documentation/api/data/query/) usong [predicate](https://ej2.syncfusion.com/documentation/api/data/predicate/) option. Refer to the below documentation link for to know more about Query.

<https://ej2.syncfusion.com/react/documentation/data/querying/>

Refer the below code block.

|  |
| --- |
|  |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://stackblitz.com/edit/treeview-urladaptor?file=index.js>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 267451 - DropDownList Selection Not Working Correctly When Virtual Scrolling Enabled

**28/02/2020**

Hi Malcolm,

Greetings from Syncfusion support.

We have checked your reported problem with your shared information. Your reported problem occurs when we are using duplicate values in DropDownList control. And also, duplicate values were not selected in the dropdownlist it just adds the hover class, may be it will be confusing like value selection in dropdownlist. We have recorded video for your reference, please refer the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Dropdownlist_duplicate_value_hover-801604862>

Anyway, we have confirmed **adding hover class for duplicate value** as bug in our dropdownlist control. we will provide the patch on before March 13. You can track the bug status through the below portal link.

<https://www.syncfusion.com/feedback/12418/hover-class-added-for-duplicate-items>

We appreciate your patience, until then.

Regards,

Muthukrishnan K

**11/03/2020**

Hi Malcolm,

Thanks for the update.

We have confirmed your reported problem (***Dropdownlist items was not hovering when scrolling the items***) as bug in our DropDownList control. we will provide the fix for this issue on before 18th March 2020. You can track the bug status through the below portal link.

<https://www.syncfusion.com/feedback/12656/dropdownlist-items-was-not-hovering-when-scrolling-the-items>

We appreciate your patience, until then.

Regards,

Muthukrishnan K

**16/03/2020**

Hi Malcolm,

Thanks for being patience.

We have fixed your reported problem (**adding hover class for duplicate value)** and (***Dropdownlist items was not hovering when scrolling the items***). We have created custom patch with the fix. Please refer to the below link for the scripts.

Minified Script: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/Minified-1981341205>

UnMinified Script: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/UnMinified-1629372490>

Please replace the above script files in your project (ASP.NET MVC) into this following location(into the **web** directory).

|  |
| --- |
|  |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 267505 - Dynamically created accordion item

**28/02/2020**

Hi Blessy,

Greetings from Syncfusion support.

We have checked your reported problem with your shared information. We were unable to reproduce your problem in our end. We suspect that you are trying to get the value in the postback. The default behavior of ASP.NET web pages is when we do submit action in a page, then it will destroy the components of it and re-renders them again on the same page. So, value was not maintained in the form submit. For this scenario, we can get the value using **HttpRequest** and then we can reassign the value to control during the control creation and page load.

Please refer to the below forum the similar problem is discussed.

<https://forums.asp.net/t/1742758.aspx?Get+data+from+normal+form+in+vb+net>

If we misunderstood your problem, please share some additional details, it will be help us to provide you prompt solution.

1. Have you facing issue with Syncfusion Accordion control or Ajax Toolkit Accordion control?
2. Which version of Syncfusion scripts you are using?
3. Share the real time use case of Accordion control.
4. Share the issue reproducing sample with steps.

Regards,

Muthukrishnan K

**04/03/2020**

Hi Blessy,

Thanks for the update.

We have checked your reported problem with your shared information. When you are working with dynamic controls, they will not able to maintain its state during Postback because your controls were re-rendered. You can get the created controls data using **HttpRequest** form method with controls name. refer the below code block.

[**Default.aspx.vb**]

|  |
| --- |
| If TypeOf ctr Is TextBox Then  sElementId = ctr.ID  iQuestionId = GetFieldIdControl(sElementId)  If QnItemsCntrl.TryGetValue(iQuestionId, oQuestionField) Then  'sTxtValue = CType(ctr, TextBox).Text  sTxtValue = Request.Form("ctl00$MainContent$sfaccdQuestion$txt\_1")  sResponseType = oQuestionField.FieldType  If sResponseType = "TEXT" Then  sRespTypeReduced = "TXT"  Else  sRespTypeReduced = "TXTM"  End If  ' iPerfIndexId = pkPerfIndxId.Value  SaveQuestionAnswer(iQuestionId, sTxtValue, sRespTypeReduced, iPerfIndexId)  sQnAnswers.Append(oQuestionField.FieldName & ": ")  sQnAnswers.Append(sTxtValue)  sQnAnswers.Append(vbCrLf)  End If  End If  If TypeOf ctr Is RadioButtonList Then  sElementId = ctr.ID  iQuestionId = GetFieldIdControl(sElementId)  If QnItemsCntrl.TryGetValue(iQuestionId, oQuestionField) Then  'sTxtValue = CType(ctr, RadioButtonList).SelectedValue  sTxtValue = Request.Form("ctl00$MainContent$sfaccdQuestion$rdb\_2")  sResponseType = oQuestionField.FieldType  'iPerfIndexId = pkPerfIndxId.Value  If sTxtValue <> "2" Then  SaveQuestionAnswer(iQuestionId, sTxtValue, sResponseType, iPerfIndexId)  End If  sQnAnswers.Append(oQuestionField.FieldName & ": ")  sQnAnswers.Append(sTxtValue)  sQnAnswers.Append(vbCrLf)  End If  End If  If TypeOf ctr Is FileUpload Then  sElementId = ctr.ID  iQuestionId = GetFieldIdControl(sElementId)  If QnItemsCntrl.TryGetValue(iQuestionId, oQuestionField) Then  sResponseType = oQuestionField.FieldType  sfUpload = Request.Form("ctl00$MainContent$sfaccdQuestion$upld\_3")  If CType(ctr, FileUpload).HasFile Then  sTxtValue = CType(ctr, FileUpload).PostedFile.FileName  If Session("OWFile") <> "" Then  iFileOWId = Session("OWFile")  End If  Dim myFileID As Integer = Utilities.UploadFile(ctr, Session("sUser"), 1)  If myFileID > 0 Then  SaveQuestionAnswer(iQuestionId, myFileID, sResponseType, iPerfIndexId)  End If  End If  End If  End If |

Refer the below screen shot for getting name attribute of controls.

|  |
| --- |
|  |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication1VB-898318282>

We have recorded video for your reference, please refer to the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Accordion_Postback141516875>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 267616 - Binding ej-datetimepicker to json

Hi Morgan,

Greetings from Syncfusion support.

***Query 1: it will not show the initial value of the variable $scope.InsuredTabJsonData.CallDateTime ("2020-02-26T16:43:12").***

We have checked your reported problem in EJ DateTimePicker component. The Datetimepicker component works based on synchronous communication it won’t wait until data is loaded. when we set the value for Datetimepicker on initial time it works fine. But you have assigned the value using API controller. Before loading of data from the API controller DateTimePicker component is rendered. So, that Datetimepicker value is not updated. For this scenario you can use the **setModel()** method to update the value. Refer the below code block.

|  |
| --- |
| var dtp = $("#dtCallDateTime").ejDateTimePicker("instance");  dtp.setModel({ value: response.data[0] }); |

***Query 2: After I pick a date from the picker the $scope variable is updated to "27/02/2020 11:46", But not as ISO format.***

You can also customize the date to ISO format using change event of DateTimePicker control. refer the below code block.

|  |
| --- |
| $scope.Change = function (e) {                      ISODate = e.model.value.toISOString();                      $scope.InsuredTabJsonData = ISODate;           } |

***Query 3: If I change the value of $scope.InsuredTabJsonData.CallDateTime ("13/01/1920 15:42"). it is not reflected in the ej-datetimepicker.***

This date (13/01/1920 15:42) also works properly in EJ DateTimePicker component. Please, check the attached sample and let us know whether the reported problem resolves or not?

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Datetimepikcer_Angularjs-534593778>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 267722 - ejComboBox value not send to Web API

Hi Khairul,

Greetings from Syncfusion support.

We have checked your reported problem in ComboBox control with your shared information. We have found that you have declared **MovieTypeId** as Integer type, but it returns value in string type so that it shows **0** as value. To resolve your reported problem simply made changes in your MovieModel file. Please refer the below code block.

[**MovieModel.cs**]

|  |
| --- |
| namespace jQueryPostDataToAPI\_02032020\_01.Models  {  public class MovieModel  {  public int Id { get; set; }  public string MovieTypeId { get; set; }  public string MovieFullNme { get; set; }  public string YearMade { get; set; }  }  } |

You are getting ComboBox value using element value method it just returns the element value. To get the exact value of ComboBox control refer the below code block.

|  |
| --- |
| //movie.MovieTypeId = $("#movieType").val();  var CBInstance = $("#movieType").ejComboBox("instance");  movie.MovieTypeId = CBInstance.model.value; |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 267743 - Tree view controls error out at data binding step with large data ~ from 267184

Hi Abhay,

Greetings from Syncfusion support.

We have checked your reported problem in TreeView component. We were unable to reproduce your reported problem. Please share some additional details it will be help us to provide you prompt solution.

We have prepared TreeView sample with large data please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview_-_RemoteData1182284598>

To run our shared sample please install the NuGet package (**Syncfusion.AspNet**) version (17.4.0.49).

1. Have you done any customization in TreeView? If yes, please share the details.
2. Share the TreeView rendering code block.
3. Which case you are facing the issue. Share the issue reproducing steps.
4. If possible, please modify the above share sample to reproduce the issue.

Regards,

Muthukrishnan K

**03/03/2020**

Hi Abhay,

Thanks for the update.

We have checked with 3000 nodes in TreeView component. We were unable to reproduce your reported problem. We suspect that an issue occurs due to bind the same id for more than one node elements in TreeView data source. Please check in your end. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeView-Largedata-225554529>

If issue persists on your side, please modify the above sample to reproduce the issue and let us know.

Regards,

Muthukrishnan K

**06/03/2020**

Hi Abhay,

Thanks for the update.

We have checked with 10000 nodes with 4 level tree nodes. Still, the reported problem is not reproducing at our end and TreeView loads data, properly. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview-Largedata-10k-1604228721>

If issue still persists on your side, we would like to schedule a web meeting with you to solve the problem which you are facing in your application.

So, could you please share us your convenient time for scheduling the web meeting session? We will make every effort to schedule the meeting on your preferred time and help you solve the problems, lively.

Regards,

Muthukrishnan K

**13/03/2020**

Hi Abhay,

We have checked your reported problem by loading the tree data in a method and then after rendered the TreeView (bound the method loaded data) in Button click. In this case, data is loaded properly with EJ TreeView control without any issues. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeView_Dynamic-858584368>

Generally your reported problem (**Maximum call stack size exceeded error**) will arise when calling a same function recursively without limit , until you hit the call stack limit. Please refer to the below forum the similar query is discussed.

<https://stackoverflow.com/questions/6095530/maximum-call-stack-size-exceeded-error>

<https://forum.jquery.com/topic/uncaught-rangeerror-maximum-call-stack-size-exceeded>

<https://stackoverflow.com/questions/38540676/uncaught-rangeerror-maximum-call-stack-size-exceeded-when-calling-ajax-jque>

If the reported issue still persists, please modify the above shared sample to replicate your reported problem share it with us. It will help us to find the cause and to provide the prompt solution.

Regards,

Muthukrishnan K

### 267740 - Feedback : Weforms example doesn't work.

**03/03/2020**

Hi Bflinders,

Greetings from Syncfusion support.

We have checked your reported problem in File Explorer control. we suspect that in your project packages were not restored properly. To resolve your problem please refer the Syncfusion assemblies in your project. we have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FEAzure_17.4.0.511668713023>

If packages not restored in this project, pleas install the **Syncfusion.AspNet** Nuget package version (**17.4.0.51)**.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

Hi Bflinders,

Thanks for the update.

Your reported issue arises when **Microsoft.WindowsAzure.Storage.dll** not restored on your project. please refer the missed packages to your project. you can get the NuGet package from below location.

<https://www.nuget.org/packages/WindowsAzure.Storage/>

We have also attached the **Microsoft.WindowsAzure.Storage.dll** file. Please refer to the below link to download it.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Missesd_Dll260069387>

Please ensure whether all the packages were restored lie below.

|  |
| --- |
|  |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 152114 - Upload multiple files at once

**04/03/2020**

Hi Malcolm,

Thanks for contacting Syncfusion support.

Uploading multiple files in a single POST method functionality is not available in EJ UploadBox control. But we have considered this request as a feature for EJ2 Uploader. This feature will be implemented and rolled out any of our upcoming Volume releases.

Currently, we are focused on implementing the new features in EJ2 components based on the feature requests count from the customers.

We will consider implementing any new feature in EJ1 components only after all the planned features in EJ2 components are implemented.

Generally, we will plan the component implementation based on customer request count and wish-list plan.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/5328/provide-support-for-batch-upload-to-uploader-component>

**Note:** We can also integrate both EJ2 & EJ1 components in the same application. Please refer following documentation,

**Compatibility with EJ1:** <https://ej2.syncfusion.com/documentation/getting-started/compatible-with-essential-js1/>

**Compatibility with EJ2:** <https://help.syncfusion.com/js/compatibility>

Please, let us know if you like to switch from EJ1 TreeView to EJ2 TreeView components in our application. We will also be happy to provide any required assistance for migration.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268093 - Need help to Insert Data

**04/03/2020**

Hi Khairul,

Greetings from Syncfusion support.

We have checked your reported problem with your shared information. Your reported problem arises when we are using the same controller with different method. To resolve your problem, we need change the routing based on the action name. please refer the below code block.

[**WebApiConfig.cs**]

|  |
| --- |
| public class WebApiConfig  {  public static void Register(HttpConfiguration configuration)  {  configuration.Routes.MapHttpRoute(  name: "DefaultApi",  //routeTemplate: "api/{controller}/{id}",  routeTemplate: "api/{controller}/{action}/{id}",  defaults: new { id = RouteParameter.Optional }  );  }  } |

After changing the routing, we also need to change the **EntityDatacontroller** with action name like below.

[**EntityDataController.cs**]

|  |
| --- |
| [ActionName("GetData")]  public IEnumerable<Movie> Get()  {  var dataset = db.Customers.Select(x => new Movie  {  ID = x.CustomerID,  Name = x.ContactName  }).ToList();  return dataset;  } |

And also replace this action name with URL in Web API adaptor like below.

[**InsertMovie.html**]

|  |
| --- |
| var data = ej.DataManager({  /\* ASP.NET Web API \*/  url: "/api/EntityData/GetData",  adaptor: new ej.WebApiAdaptor(),  offline: true,  crossDomain: true  }); |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Entity_ActionName2061119291>

Please refer the below link to know more about routing in API controller.

<https://docs.microsoft.com/en-us/aspnet/web-api/overview/web-api-routing-and-actions/routing-in-aspnet-web-api#routing-by-action-name>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268141 - weird behavior when adding panels after increasing column count

**05/03/2020**

Hi Stefan,

Greetings from Syncfusion support.

We have checked your reported problem with your share information. We have found that you have added new panel using the variable **Panels.** In Dashboard Layout component, we have provided separate method [**AddPanel**](https://help.syncfusion.com/cr/blazor/Syncfusion.EJ2.Blazor~Syncfusion.EJ2.Blazor.Layouts.EjsDashboardLayout~AddPanel.html) to add new panel dynamically. Refer the below code block.

|  |
| --- |
| public void AddPanel()  {  int colValue = @Columns - 1;  this.dashboard.AddPanel(new PanelModel  {  Col = Columns - 1,  Row = 0,  SizeX = 1,  SizeY = 1,  Content =@<div><p>@colValue</p><p>0</p><p>1</p><p>1</p></div>  });  } |

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Dashboard-2080530997>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**06/03/2020**

Hi Stefan,

Thanks for the update.

We have not considered this scenario in DashboardLayout component. we have considered your requirement as feature enhancement in DashboardLayout component. we will include this feature in upcoming volume 1 SP release. Which is will be rolled out in first week of May.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/12578/provide-support-to-render-panels-in-native-approach-of-blazor>

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 268159 - jQuery not return Data

**05/03/2020**

Hi Khairul,

Greetings from Syncfusion support.

We have checked your reported problem with your shared information. We have found that you have added **dataType** as **json** in ajax method.  The result is probably not in JSON format, so when jQuery tries to parse the result as JSON, it fails. You don't need to set **dataType as JSON** in that function anyways, so we have removed that for your reference.

Please refer to the below code block to resolve your reported problem.

[**testAPISecurity.html**]

|  |
| --- |
| $.ajax({  type: 'GET',  url: 'api/Security/',  // dataType: 'json',  // Specify the authentication header  // btoa() method encodes a string to Base64  headers: {  'Authorization': 'Basic ' + btoa(username + ':' + password)  },  success: function (data) {  alert(data); |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 152193 - How to bind Nested Lists?

**05/03/2020**

Hi Sushant Patil,

Thanks for contacting Syncfusion support.

We have checked your requirement, you can use Syncfusion Blazor TreeView component for achieving this requirement. Please refer the Syncfusion documentation for Blazor to initialize TreeView component in your project.

<https://ej2.syncfusion.com/blazor/documentation/treeview/getting-started/>

Refer to the below link for Syncfusion Blazor live demo sample.

<https://blazor.syncfusion.com/demos/TreeView/DefaultFunctionalities/>

Refer to the below link for API documentation of TreeView component.

<https://ej2.syncfusion.com/documentation/api/treeview>

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview1650872718>

Please, check out the output of the attached sample:

|  |
| --- |
|  |

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 268135 - dashboard layout panels have incorrect size/position on panel collection replace

**05/03/2020**

Hi Stefan,

Greetings from Syncfusion support.

We have validated your reported issue in Dashboard Layout. Currently, we are checking the feasibility for resolving this reported issue. We will update you with further validation details on this regard in two business days on 9th March 2020.

We appreciate your patience, until then.

Regards,

Muthukrishnan K

### 268416 - How ejButton show Loading progress while retrieve data?

Hi Khairul,

Greetings from Syncfusion support.

We have **WaitingPopup** control, you can use this control for your requirement. The **WaitingPopup control** is a visual element that provides support for displaying a pop-up indicator over a target area and preventing the end user’s interaction with the target area while loading. On the button click event you can initialize the control after getting the data from server you can hide the control from the page. Please refer the below code block.

[**RetriveAndDisplayData.html**]

|  |
| --- |
| <body class="container">  <div id="target" class="waiting">  <table>  <tr>  <td><button id="buttonnormal">Display Data</button></td>  <td>&nbsp;&nbsp;<button id="btnClear">Clear</button></td>  </tr>  </table>  <br /><br />  <ul id="ulMovie"></ul>  </div>  <script type="text/javascript">  jQuery(function ($) {  $("#buttonnormal").ejButton({ showRoundedCorner: true, size: "large" });  $("#btnClear").ejButton({ showRoundedCorner: true, size: "large" });  });  </script>  <script type="text/javascript">  $("#buttonnormal").click(function () {  //initialize the waiting popup control  $("#target").ejWaitingPopup({  showOnInit: true,  });  $.getJSON("api/EntityData", function (data) {  $.each(data, function (key, item) {  $("#ulMovie").append("<li>" + item.MovieFullNme + "</li>")  })  //get instance of ejWaitingPopup  var obj = $("#target").data("ejWaitingPopup");  // hide the control  obj.hide();  });  });  $(document).ready(function () {  var ulMovie = $('#ulMovie');  $('#btnClear').click(function () {  ulMovie.empty();  });  });  </script>  <style type="text/css" class="cssStyles">  #target {  height: 320px;  width: 600px;  margin: 0 auto;  }  #target\_WaitingPopup .e-image {  display: block;  height: 70px;  }  </style>  </body > |

Please refer to the below documentation link to know more about WaitingPopup control.

<https://help.syncfusion.com/js/waitingpopup/getting-started>

Please refer to the below link for API documentation of WaitingPopup.

<https://help.syncfusion.com/api/js/ejwaitingpopup>

Please refer to the below link for live demo of WaitingPopup.

<https://js.syncfusion.com/demos/jquery/#!/bootstrap/waitingpopup/DefaultFunctionalities>

We have also made changes in your shared sample, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Waitingpoup-319041156>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268195 - Needed functionalities for multiselect dropdown

Hi Marcin,

Thanks for the update.

In Syncfusion EJ2 TreeView control, we have already provided property [autoCheck](https://ej2.syncfusion.com/documentation/api/treeview#autocheck) to enable and disable all the child nodes selection when selecting its corresponding parent node.

Could you please, let us know whether you are expecting the similar feature with DropDownTree component?

Please refer to the below live demo with **autoCheck**.

<https://ej2.syncfusion.com/demos/#/material/treeview/check-box.html>

If it is not your requirement, then please provide us clear details regarding your requirement like the following listed below.

* Clear description of your exact requirement.
* If possible, share us image or video demo of your requirement.

This information would help to understand and to check the feasibility of your requirement in DropDownTree component.

Regards,

Muthukrishnan K

### 152199 - Drag drop of multiple nodes only shows one node in args

Hi Fergus,

Thanks for contacting Syncfusion support.

In Syncfusion Blazor TreeView component, [OnNodeDragged](https://help.syncfusion.com/cr/blazor/Syncfusion.EJ2.Blazor~Syncfusion.EJ2.Blazor.Navigations.TreeViewEvents%601~OnNodeDragged.html) event only returns the single node data. This is our default behavior of OnNodeDragged event in TreeView component. For achieving your requirement you can get the Tree node data using [GetTreeData](https://help.syncfusion.com/cr/blazor/Syncfusion.EJ2.Blazor~Syncfusion.EJ2.Blazor.Navigations.EjsTreeView%601~GetTreeData.html) method of TreeView component by passing selected node id’s of tree nodes.

Use [SelectedNodes](https://help.syncfusion.com/cr/blazor/Syncfusion.EJ2.Blazor~Syncfusion.EJ2.Blazor.Navigations.EjsTreeView%601~SelectedNodes.html) property to get the selected node id’s, but currently we are having issue with in SelectedNodes property.

The fix for this issue will be included in the upcoming volume release which is will be rolled out end of March 2020.

Once, the fix is included we will provide the solution to meet your requirement. Please be patience until then.

Regards,

Muthukrishnan K

### 268438 - Dynamic menu context target switching

Hi Abhay,

Greetings from Syncfusion support.

Yes, Syncfusion EJ1 Menu control supports multiple targets at the same time. For your requirement, you can pass required ID’s in the [contextMenuTarget](https://help.syncfusion.com/api/js/ejmenu#members:contextmenutarget) property to bind context menu for multiple content on the page. Kindly refer to the following code snippet.

|  |
| --- |
| $("#contextMenu").ejMenu({                menuType: ej.MenuType.ContextMenu,                contextMenuTarget: "#target1,#target2,#target3"     }); |

We have prepared a  sample for your convenience, please refer to the below link.

<https://jsplayground.syncfusion.com/m2p1djb4>

Please refer to the below documentation link to know more about EJ1 Menu.

<https://help.syncfusion.com/js/menu/getting-started>

Please refer to the below link for live demo of EJ1 Menu control.

<https://js.syncfusion.com/demos/jquery/#!/bootstrap/menu/contextmenu>

Please let us know, if you need any further assistance on this.

Regards,

Muthukrishnan K

### 268616 - Query regarding form tag & Script Manager

**09/03/2020**

Hi Ajay,

Greetings from Syncfusion support.

**Query 1: If <Form> tag is needed in each file?**

It is not necessary. Please refer to the below forum the similar query is discussed.

<https://forums.asp.net/t/1463877.aspx?Does+an+aspx+must+have+a+form+tag+>

**Query 2: What is the impact of return True & return false in above <form> tag?**

If you add return false for form, then it will prevent the form posting. Otherwise if you add return true it will work as default form post. Please refer to the below link to know more about return value in form.

<https://stackoverflow.com/questions/19166296/javascript-return-true-or-return-false-when-and-how-to-use-it>

**Query 3: Is Script Manager is required in order to work Syncfusion controls?**

Yes, The Script Manager is mandatory to work with Syncfusion controls. Please refer to the below link to know more about control initialization in ASP.NET Web Forms.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls#adding-syncfusion-aspnet-control>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**11/03/2020**

Hi Ajay,

Thanks for the update.

When you are referring master page for your **.aspx** page then no need to add another <form> tag in the .aspx page if master page already has <form> tag.

[**Site.Master**]

|  |
| --- |
| <%@ Master Language="C#" AutoEventWireup="true" CodeBehind="Site.master.cs" Inherits="Treeview.SiteMaster" %>  <!DOCTYPE html>  <html lang="en">  <head runat="server">  <meta charset="utf-8" />  <meta name="viewport" content="width=device-width, initial-scale=1.0" />  <title><%: Page.Title %> - My ASP.NET Application</title>  <asp:PlaceHolder runat="server">  <%: Scripts.Render("~/bundles/modernizr") %>  </asp:PlaceHolder>  <webopt:bundlereference runat="server" path="~/Content/css" />  <link href="~/favicon.ico" rel="shortcut icon" type="image/x-icon" />  <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" />  <script src="Scripts/jquery-3.3.1.min.js"></script>  <script src="Scripts/jsrender.min.js"></script>  <script src="Scripts/ej/web/ej.web.all.min.js"></script>  </head>  <body>  <form id="form1" runat="server">  <asp:ScriptManager runat="server">  </asp:ScriptManager>  <div class="container body-content">  <asp:ContentPlaceHolder ID="MainContent" runat="server">  </asp:ContentPlaceHolder>  <hr />  </div>  </form>  </body>  </html> |

[**Default.aspx**]

|  |
| --- |
| <%@ Page Title="Home Page" Language="C#" MasterPageFile="~/Site.Master" AutoEventWireup="true" CodeBehind="Default.aspx.cs" Inherits="Treeview.\_Default" %> |

If you are not referring master page for your .aspx page, then you can add the <form> tag. Please refer the below code block.

[**WebForm1.aspx**]

|  |
| --- |
| <%@ Page Language="C#" AutoEventWireup="true" CodeBehind="WebForm1.aspx.cs" Inherits="Treeview.WebForm1" %>  <!DOCTYPE html>  <html xmlns="http://www.w3.org/1999/xhtml">  <head runat="server">  <title></title>  <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" />  <script src="Scripts/jquery-3.3.1.min.js"></script>  <script src="Scripts/jsrender.min.js"></script>  <script src="Scripts/ej/web/ej.web.all.min.js"></script>  </head>  <body>  <form id="form2" runat="server">  <div>  <ej:DatePicker runat="server"></ej:DatePicker>  </div>  <asp:ScriptManager runat="server"></asp:ScriptManager>  </form>  </body>  </html> |

We have prepared sample for your convenience, in this sample we have rendered TreeView control in **Default.aspx** which refers the master page and rendered DatePicker control in **WebForm1.aspx** page which is not refers the master page. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FormTag-29754973>

Please refer to the below links to know more about form tag in ASP.Net Web Forms.

<https://forums.asp.net/t/1734913.aspx?A+page+can+have+only+one+server+side+Form+tag+What+is+the+error+>

<https://stackoverflow.com/questions/2910771/a-page-can-have-only-one-server-side-form-tag>

<https://www.codeproject.com/Questions/422335/A-page-can-have-only-one-server-side-Form-tag-erro>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 152235 - RadioButtonFor with boolean

**09/03/2020**

Hi Campbell,

Thanks for using Syncfusion controls.

We have checked your query in Radio Button control. we suspect that you have defined **IsActive** datatype as **Boolean** in models file. EJ Radio button value was string type so that issue was arises in your case. To resolve your problem, please change the **IsActive** datatype as string. Please refer to the below code block.

[**HomeController.cs**]

|  |
| --- |
| RadioModel model = new RadioModel();  public ActionResult Index()  {  model.IsActive = "true";  return View(model);  }  public class RadioModel  {  public string IsActive { get; set; }  } |

[**Index.cshtml**]

|  |
| --- |
| @Html.EJ().RadioButtonFor(m => m.IsActive, "true")  <label for="Radio1" class="clslab">True</label>  @Html.EJ().RadioButtonFor(m => m.IsActive, "false")  <label for="Radio2" class="clslab">False</label> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RadioButtonFor1353736071>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**10/03/2020**

Hi Campbell,

Thanks for the update.

We have considered to include your expected feature requirement in EJ RadioButton control. The support for this feature will included in the NuGet release in the fourth week of March 2020.

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 268605 - Reoccurance of issue: 250675

Hi Arockiam,

Greetings from Syncfusion support.

We have checked your reported problem in EJ Dropdown List control. We have fixed your reported issue in the version of **(17.4.0.39).** Please update your **Syncfusion.AspNet** NuGet package to version (17.4.0.39) or latest version **(17.4.0.53).**

Please refer to the below link for the release notes.

<https://help.syncfusion.com/aspnet/release-notes/v17.4.0.39?type=all#dropdownlist>

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DropdownVisualmode-1124650549>

We have also recorded video for your reference please refer to the below link for the video.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DuplicateText-479239763>

**Note: Please check once after clearing the NuGet cache and browser cache.**

If issue still persists on your side, pleas share the issue reproducing sample with steps. It will be help us to provide you prompt solution.

Regards,

Muthukrishnan K

### 268607 - Dropdownlist- close popup when an item is selected

Hi Arockiam,

Greetings from Syncfusion support.

When you click outside of the DropDownList control then it will close the popup this is default behavior of DropDownList. This is works fine in all browsers. If you want to close the popup when selecting the value in DropDownList then we can achieve this requirement by using, select event of DropDownList control. please refer to the below code block.

[**Default.aspx**]

|  |
| --- |
| <ej:DropDownList ID="PMOwnergrp\_list" runat="server" Width="400" DataTextField="groupName" DataValueField="groupId" EnableFilterSearch="True" MultiSelectMode="VisualMode" ClientSideOnSelect="Select"></ej:DropDownList>  <script type="text/javascript">  function Select() {  var dropDownObj = $("#<%= PMOwnergrp\_list.ClientID %>").data('ejDropDownList');  dropDownObj.hidePopup();  }  </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DropDownAutoClose1033967563>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 152273 - Disable node

**09/03/2020**

Hi Albert,

Thanks for contacting Syncfusion support.

We would like to inform you that, we have provided the [**disableNodes**](https://ej2.syncfusion.com/angular/documentation/api/treeview/#disablenodes) method to disable the TreeView nodes by specifying the Id of nodes. When we disable the parent node using disableNodes method, it will disable only the parent node and not its child nodes. Please refer to the below code block.

|  |
| --- |
| click(){        this.tree.disableNodes(["01-02","01-02-01", "01-02-02"]);      } |

The disabled nodes will be expanded or collapsed while clicking the expand or collapse icon. If you want to disable this action means then please add the below code,

|  |
| --- |
| .e-treeview .e-list-item.e-disable .e-icons{        pointer-events: none;      } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://stackblitz.com/edit/angular-treeview-disable-nodes>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**10/03/2020**

Hi Albert,

Thanks for your update.

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 268712 - Column width with multiColumnSettings enabled

Hi Stefano,

Greetings from Syncfusion support.

We have validated your requirement. To adding **text-ellipsis CSS** for longer text in columns, we can use **cssClass** property of **multicolumnsettings**. Please refer to the following code snippet.

|  |
| --- |
| multiColumnSettings:{  enable:true,  showHeader:true,  stringFormat:"{0}",  searchColumnIndices:[0,1,2],  columns:[  {"field": "EmployeeID" , "headerText":"Discrizione breve"},  /\* defining custom class for field \*/  field": "FirstName" , "headerText":"Discrizione estesa",cssClass: "custom"},  {"field": "City" , "headerText":"City"}  ]  }  .  .   . .  .e-atc-tableContent .e-atc-tdbottom.custom,  .e-popup-custom .e-atc-thright  {  max-width: 110px;  overflow: hidden;  text-overflow: ellipsis;  white-space: nowrap;  } |

Refer to the below API documentation of AutoComplete to know about **cssClass** property.

<https://help.syncfusion.com/api/js/ejautocomplete#members:multicolumnsettings-columns-cssclass>

To add tooltip for this hidden text, we have added title attribute through open event only during first opening of popup.

To set width for columns we can achieve this by adding width styles to <col> tags of <colgroup> inside table. So, to achieve this, we have included some class for specific column and applied width style with important attribute. For header text too, we have included ellipsis CSS through class name.

Refer to the below code block.

|  |
| --- |
| /\* open event of autocomplete \*/  open:function(args)  {  var tdele= this.popup.find("table td.custom");  for (var i=0;i<tdele.length;i++)  {  /\* to show hidden text, we have added title attribute \*/  $(tdele[i]).attr("title",tdele[i].textContent);  }  $(this.popup.children().find("col")[1]).attr("class","customcol");  $(this.popup.children().find("col")[4]).attr("class","customcol");  },  …..  .customcol  {  width: 15% !important;  } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/cnhd54zv>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268839 - Unable to get AutoComplete to show list

11/03/2020

Hi Mike,

Greetings from Syncfusion support.

We have checked your reported query on EJ AutoComplete control with your shared information. We have found that, you have missed to add **#** before the control id so, that you are not able access the autocomplete method using the instance. To resolve your problem, change your code snippet like below.

|  |
| --- |
| success: function (data) {  var ac = $("#selectCDSNumber").ejAutocomplete("instance");  console.log(ac);  ac.suggestionListItems = data;  ac.\_doneRemaining();  } |

We have also prepared sample to meet your requirement. In this sample we have changed suggestion list items with some other data using change event of AutoComplete. please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Autocomplte_change_data1635794089>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268951 - TreeView dotted line ~ from 267184

**11/03/2020**

Hi Team,

Since, we have promised 13th March. So, I am resetting the promised date.

Regards,

Muthukrishnan K

**12/03/2020**

Hi Abhay,

Thanks for being patience.

Currently, we don’t have an inbuilt option to connect the lines between the branches and leaves in TreeView control. But we can customize the style of TreeView to display the connecting line between tree nodes. Here is the style changes for your reference,

[**Default.aspx**]

|  |
| --- |
| <ej:TreeView  ID="treeview"  ShowCheckbox="true"  runat="server"  DataTextField="Text"  DataIdField="Id"  DataParentIdField="Parent"  DataExpandedField="Expanded"  CssClass="custom">  </ej:TreeView>  .custom.e-treeview .e-item {  background-image: url(Content//icon//Horizontal.png);  background-repeat: repeat-y;  }  .custom.e-treeview .e-text-wrap {  padding-left: 4px;  }  .custom .e-text-wrap:before {  display: block;  content: " ";  background-image: url(Content//icon//Vertical.png);  height: 10px;  position: absolute;  width: 20px;  margin-left: -17px;  margin-top: 12px;  background-repeat: repeat-x;  }  .custom.e-treeview .e-icon.e-minus:before {  content: "";  font-size: 12px;  margin-left: 2px;  }  .custom.e-treeview .e-icon.e-plus:before {  content: "";  font-size: 12px;  margin-left: 2px;  }  .custom.e-treeview .e-icon.e-minus, .custom.e-treeview .e-icon.e-plus{  border: 1px solid gray;  padding: 0px;  display: flex;  margin-left: -28px;  align-items: center;  background-color: darkgrey;  }  .e-item.last.e-collapse {  background-repeat: no-repeat !important;  } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview_dottedline-487302699>

Please, check out the output of the attached sample:

|  |
| --- |
|  |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268953 - Tree node text customization ~ from 267184

**11/03/2020**

Hi Abhay,

We have checked your query on TreeView control. we can customize the tree nodes by using Template property. TreeView template option requires addition JS library called ‘**JsRender**’, which helps to create the structured way of tree nodes with simple codes and increased performance. Please refer to the below code block.

[**Default.aspx**]

|  |
| --- |
| <script id="treeTemplate" type="text/x-jsrender">  <div class="treename">  <span class="firstname">**{{>FirstName}}**</span>  <span class="lastname">**{{>LastName}}**</span>  </div>  </script>    <ej:TreeView  ID="treeview"  runat="server"  Template="#treeTemplate"  DataTextField="FirstName"  DataIdField="Id"  DataParentIdField="PId"  DataHasChildField="HasChild"  DataExpandedField="Expanded"  CssClass="custom-tree"/>    <style type="text/css">  .custom-tree.e-treeview .firstname{  font-style: italic;  color: blue;  }  .custom-tree.e-treeview .lastname{  font-weight: bold;  color: red;  }  </style> |

[**Default.aspx.cs**]

|  |
| --- |
| protected void Page\_Load(object sender, EventArgs e)  {  List<Template> templateData = new List<Template>();  templateData.Add(new Template  {  Id = 1,  FirstName = "Derek",  LastName = "Hale",  HasChild = true,  Expanded = true  });  templateData.Add(new Template  {  Id = 2,  PId = 1,  FirstName = "Steven",  LastName = "John"  });  … … ..  … … …  … … …  templateData.Add(new Template  {  Id = 9,  PId = 6,  FirstName = "Joey",  LastName = "Batey"  });  treeview.DataSource = templateData;  }  } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview_Text_customization1584205436>

Please, check out the output of the attached sample:

|  |
| --- |
|  |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 269034 - Dropdownlist

**12/03/2020**

Hi Jessica,

Greetings from Syncfusion support.

Yes, we have provided support to customize the header for DropDownList control. you can use [**headerTemplate**](https://help.syncfusion.com/api/js/ejdropdownlist#members:headertemplate) property for your requirement. Please refer to the below documentation link to know more about headerTemplate customization in DropDownList.

<https://help.syncfusion.com/js/dropdownlist/templatesupport#header-template>

Please refer to the below code block.

|  |
| --- |
| $('#selectCar').ejDropDownList({  dataSource: empList,  width: "100%",  watermarkText: "Select an employee",  headerTemplate: "<div class='e-header'><span>Name</span> <span>Country</span></div>",  template: '<div class="dd-data"><span class="ename"> ${text} </span><span class="cont"> ${country} </span></div>'  }); |

We have also prepared sample for your convenience, please refer to the below link for the live sample.

<https://jsplayground.syncfusion.com/ibhbretf>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 269042 - ejTab issue

Hi Alexandre,

Greetings from Syncfusion support.

You can navigate the Tab item through the button click event. We have provided property [**selectedItemIndex**](https://help.syncfusion.com/api/js/ejtab#members:selecteditemindex) to get and set the active index of tab item. In the button click event we can change the active index of tab. Please refer to the below code block.

|  |
| --- |
| //previous button click event  function prev(){  // getting tab instance  tabObj = $("#apiTab").data("ejTab");  // get the current active index  var active = tabObj.model.selectedItemIndex;  // if index 0 then skip the previous button click  if(active != 0)  // decrement one index and set to tab control  tabObj.setModel({selectedItemIndex : active - 1});  }    //next button click event  function next(){  // getting tab instance  tabObj = $("#apiTab").data("ejTab");  // get total tab items count  var tabcount = tabObj.getItemsCount();  // get the current active index  var active = tabObj.model.selectedItemIndex;  //check whether active index less than total tab count  if(active != tabcount-1)  // increment one index and set to tab control  tabObj.setModel({selectedItemIndex : active + 1});  } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/grn2k0uj>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 269094 - Not able to create UploadBox dynamically in SF accordion pane ~ from 267505

Hi Blessy,

Thanks for the update.

We have checked your reported problem in UploadBox control. Your reported problem arises **ej.web.all.min.js** script files is not referred in master page of the project. To resolve your problem, refer the required style and script files (including **ej.web.all.min.js**) in head section the master page like below.

[**Site.Master**]

|  |
| --- |
| <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" />      <script src="Scripts/jquery-3.3.1.min.js"></script>      <script src="Scripts/jsrender.min.js"></script>      <script src="scripts/ej/web/ej.web.all.min.js"></script>      <script src="Scripts/ej/common/ej.webform.min.js"></script> |

Accordion was rendered without facing any issues, because in the **web.config** file in the section of appSettings **LoadEJResourcesFromAssembly** value was **true** by default. So, that when you are rendering the Syncfusion controls using **ej** tag then it will load scripts from assembly.

Also, you can set the value for **LoadEJResourcesFromAssembly** as **false** and refer the required files in master page to overcome this issue. Please refer the below code block.

[**Web.config**]

|  |
| --- |
| <configuration>    <appSettings>      <add key="LoadEJResourcesFromAssembly" value="false"/>      <add key="EJResources" value="jsrender:true;themes:true;"/>    </appSettings> |

We have created UploadBox dynamically in code behind page like below.

[**Default.aspx.vb**]

|  |
| --- |
| Dim upld As New UploadBox                  upld.ID = "upld\_" & iQnId                  sControlName = upld.ID                  accdPaneQn.ContentSection.Controls.Add(upld) |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Accordion_UploadBox-1254359629>

Please refer to the below documentation link to know more about adding required files.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls#adding-the-required-javascript-files>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268518 - Change default font from Times new roman to arial

Hi Florian,

Thanks for the update.

***Query 1: font style not changed after exporting content as pdf***

We are validating your reported problem, we will update the further details within two business days (16th March 2020).

***Query 2: Is there really no way to change the default font of the editor at initialization?***

You can change default font for RTE control on the initializing time. Please refer to the below documentation link.

<https://help.syncfusion.com/js/richtexteditor/working-with-content#set-default-font-name-and-size>

***Query 3: Would it be possible to change the style of the iframe content using jquery?***

Yes, it is possible. You can change the iframe style using [iframeAttributes](https://help.syncfusion.com/api/js/ejrte#members:iframeattributes) property of RTE control. please refer to the below documentation link for details.

<https://help.syncfusion.com/js/richtexteditor/working-with-content#iframe-attributes>

We appreciate your patience until then.

Regards,

Muthukrishnan K

Hi Team,

In this incident [268518](https://www.syncfusion.com/support/directtrac/incidents/268518), customer reported problem while exporting RTE content as PDF file then font style was not updated properly. We have checked from our RTE control, we have found that when updating RTE font style name with double quotes that time font style was not updated.

**Working:**

|  |
| --- |
| <span style="font-family: Trebuchet MS, Helvetica, sans-serif;"> MNQW </span> |

**Not Working:**

|  |
| --- |
| <span style="font-family: “Trebuchet MS”, Helvetica, sans-serif;">MNQW</span> |

Above reported two cases were working fine in default browser export (print).

Can you check this issue provide the response in notes section?

Regards,

Muthukrishnan K

**16/03/2020**

Hi Florian,

Thanks for being patience.

We are working with high priority of your reported problem, we will update you the further details shortly.

Regards,

Muthukrishnan K

**16/03/2020**

Hi Florian,

We have confirmed your reported problem as bug in EJ RTE control. we will fix this issue and include the fix in upcoming volume release. Which is expected to be rolled out in the end of march.

You can track the bug status through the below portal link.

<https://www.syncfusion.com/feedback/12763/the-font-style-not-updated-after-exporting-rte-content-as-pdf>

We appreciate your patience until then.

Regards,

Muthukrishnan K

Hi Team,

Since, we have promised on end of March. So, I am resetting the promised date.

Regards,

Muthukrishnan K

**17/03/2020**

Hi Florian,

Thanks for being patience.

We have found the root cause of your reported problem. While dynamically updating the font style in RTE content on that time, font name updated with in the quotes this causes the problem while exporting as pdf.

To resolve this problem, the double quotes will be passed as encoded value **“&quot;”** which can be replaced in **htmlText** before converting to PDF document. Please refer to the following code to achieve this requirement.

[**HomeController.cs**]

|  |
| --- |
| public void ExportToPDF()          {              string RTEID = HttpContext.Request.QueryString["rteid"];              string FileName = HttpContext.Request.Params[RTEID + "\_inputFile"];              string htmlText = HttpContext.Request.Params[RTEID + "\_inputVal"];              foreach (var item in DecodeKey())              {                  htmlText = htmlText.Replace(item.Key, item.Value);              }              WordDocument document = GetDocument(htmlText);              DocToPDFConverter converter = new DocToPDFConverter();              PdfDocument pdfDocument = converter.ConvertToPDF(document);              pdfDocument.Save(FileName + ".pdf", System.Web.HttpContext.Current.Response, HttpReadType.Save);          }  public IDictionary<string, string> DecodeKey()          {              IDictionary<string, string> KeyValuePair = new Dictionary<string, string>()              {                 { "&quot;",""}              };              return KeyValuePair;          } |

Now the content will be exported with the applied format inside RTE.

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_ExportPDF2033863194>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 152338 - How to using linkAttribute into ejMenu

**12/03/2020**

Hi DGREGOIRE,

Thanks for contacting Syncfusion support.

We are checked your reported problem in EJ Menu control. we have found that in your shared information you have assigned **linkAttribute** both key and value in string type. Please refer to the below code block to use linkAttribute.

|  |
| --- |
| { id: 11, parentId: 1, text: "ASP.NET", sprite: "flag-dz", url:"https://asp.syncfusion.com/demos/web/", linkAttribute :{ target:"\_blank" } }, |

We have prepared sample for your convenience. Please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/mgcsocig>

Please refer to the below KB documentation to about linkAttribute.

<https://www.syncfusion.com/kb/4376/how-to-specify-url-in-the-menu-control>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 268998 - ejMenu - Hide element when I resize the browser

**12/03/2020**

Hi Luca,

Greetings from Syncfusion support.

We are not clear about your reported problem. As you mentioned earlier, we can have a web meeting to discuss about your problem. Please let us know your convenient time for web meeting.

Regards,

Muthukrishnan K

**16/03/2020**

Hi Luca,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further analysis of your reported problem with your project. Unfortunately, we were unable to understand the exact issue with the EJ Menu control in your project.

So, you have informed us to share the issue reproducing sample for our reference. As informed, after you provide us your issue replicating sample, we will check the cause of the issue which you face in your application and provide you the solution for resolving that issue.

Regards,

Muthukrishnan K

**17/03/2020**

Hi Luca,

Thanks for the update.

We have checked with your provided information. Unfortunately, we are unable to assume your exact problem with your provided as we already informed in the web meeting session.

We are happy to hear that you have resolved your reported problem in your application. You can use the prepared solution, if it resolves all your reported problem. If you face any issue again, then please share us a sample application by reproducing your reported problem with clear description.

We will check and provide you the prompt solution needed to resolve that problem.

Regards,

Muthukrishnan K

### 269235 - Need to iterate through tabs and want details of active tab} ~ from 268951

**13/03/2020**

Hi Abhay,

Good day to you.

The **Tab** control is an interface where list of items is expanded from a single item. Each **Tab** panel defines its header text or header template, as well as a content template. **Tab** items are dynamically added and removed. **Tabs** can be loaded with AJAX content that is useful for building dashboards where space is limited.

Please refer to the below documentation link to know more about EJ Tab control.

<https://help.syncfusion.com/js/tab/getting-started>

Please refer to the below link for API documentation of EJ Tab.

<https://help.syncfusion.com/api/js/ejtab#members>

To know the active item, you can use the [**SelectedItemIndex**](https://help.syncfusion.com/api/js/ejtab#members:selecteditemindex) property which returns index of the tab item which is active in current state.

Please, check this sample which depicts how to achieve this requirement.

<https://jsplayground.syncfusion.com/1rcvekuy>

|  |
| --- |
| $("#closeTab").ejTab({ showCloseButton: true, selectedItemIndex: 2 });            var tabInstance = $("#closeTab").ejTab("instance");             // returns index of active tab item            console.log("The active tab item is "+ tabInstance.model.selectedItemIndex); |

Please refer to the below link for live demo of EJ Tab.

<https://js.syncfusion.com/demos/jquery/#!/bootstrap/tab/DefaultFunctionalities>

Also, please check out our EJ2 Tab which also has responsive mode to adapt to lower browser screen dimension and other rich features.

<https://ej2.syncfusion.com/javascript/demos/#/material/tab/default.html>

<https://ej2.syncfusion.com/javascript/documentation/tab/getting-started/?no-cache=1>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 269285 - List box doesn't show 'false' string

**16/03/2020**

Hi Sowmya,

We have confirmed your reported problem as a bug in EJ ListBox control. we will fix this issue and provide you patch on before 24th March 2020.

Please find the Jira task: <https://syncfusion.atlassian.net/browse/JS-63346>

As for now, to resolve your reported problem, you can use false and true value as string type like depicted below.

|  |
| --- |
| dataSource: [{column1:"false"},{column1:"true"}], |

Regards,

Muthukrishnan K

**24/03/2020**

Hi Sowmya,

We have fixed the issue reported with ListBox while setting Boolean values as dataSource. Please refer to the below link for the patch.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ej.listbox.js-403882556>

Please make these code changes in **\_loadlist** method of your **ej.web.all** source and ensure whether the reported issue has been resolved.

Regards,

Muthukrishnan K

### 269640 - <ej:DropDownList> Events do not fire as opposed to standard <asp:DropDownList>

**18/03/2020**

Hi Ismaël,

Greetings from Syncfusion support.

We have validated your reported problem with your shared information. The DropDownList control events were triggered properly in server side. Please check the below screen shots.

**[OnValueSelect]**

|  |
| --- |
|  |

**[OnSearch]**

|  |
| --- |
|  |

[**OnCheckedChange**]

|  |
| --- |
|  |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DropDown_Event1811339202>

If the problem still persists, then please share us more details of your reported problem.

* Share the code in which your reported issue occurs.
* If possible, replicate your reported issue in our attached application and share it to us.

This information would help us to check the cause of the problem and to provide you prompt solution.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**18/03/2020**

Hi Ismaël,

Thanks for the update.

Your shared sample has no data in **aspx** and **.csproj** files(empty).  In EJ DropDownList control, when you bind the both [OnCheckedChange](https://help.syncfusion.com/cr/aspnet/Syncfusion.EJ.Web~Syncfusion.JavaScript.Web.DropDownList~CheckedChange_EV.html) and [OnValueSelect](https://help.syncfusion.com/cr/aspnet/Syncfusion.EJ.Web~Syncfusion.JavaScript.Web.DropDownList~ValueSelect_EV.html) control, on this case, **OnCheckedChange** event will only trigger. Because when we enable the check box for dropdown list then select the items it will also check the selected items. For achieving requirement, you can use the **OnCheckedChange** event, this event returns same value as **OnValueSelect** event.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**19/03/2020**

Hi Ismaël,

Thanks for the update.

As mentioned as earlier, when we bind the both [OnCheckedChange](https://help.syncfusion.com/cr/aspnet/Syncfusion.EJ.Web~Syncfusion.JavaScript.Web.DropDownList~CheckedChange_EV.html) and [OnValueSelect](https://help.syncfusion.com/cr/aspnet/Syncfusion.EJ.Web~Syncfusion.JavaScript.Web.DropDownList~ValueSelect_EV.html) control, on this case, **OnCheckedChange** event will only trigger. Because when we enable the check box for dropdown list then select the items it will also check the selected items. For achieving requirement, you can use the **OnCheckedChange** event, this event returns same value as **OnValueSelect** event.

If issue still persists on your side, please send your sample in **.zip format** without **packages**, **bin** and **obj** folder it will reduce your project size.

Regards,

Muthukrishnan K

**19/03/2020**

Hi Ismaël,

Thanks for sharing information.

We have checked your reported problem in your shared information. We have found that you have missed to add the **ScriptManager** inside the form tag. To resolve your reported problem please add the ScriptManager in the form tag.

The Script Manager is mandatory in order to place our control initialization script in the page.  
  
Ensure whether the “ScriptManager” is added in the **Site.Master** or else add the **ScriptManager** to your web page.  
  
You just need to drag the ScriptManager from the toolbox under the AJAX Extension and then drop it into the Content section of the **hi.aspx** page, so that the required scripts to initiate our component will be added to your web page.

Please refer to the below code block.

[**hi.aspx**]

|  |
| --- |
| <form id="form1" runat="server">  <asp:ScriptManager runat="server">    </asp:ScriptManager>  <div>  <ej:DropDownList ID="DropDownList1" runat="server" ShowCheckbox="true" OnCheckedChange="dropdownlist\_CheckedChange">  <Items>  <ej:DropDownListItem ID="DropDownListItem1" runat="server" Text="ListItem 1" Value="item1">  </ej:DropDownListItem>  <ej:DropDownListItem ID="DropDownListItem2" runat="server" Text="ListItem 2" Value="item2">  </ej:DropDownListItem>  <ej:DropDownListItem ID="DropDownListItem3" runat="server" Text="ListItem 3" Value="item3">  </ej:DropDownListItem>  <ej:DropDownListItem ID="DropDownListItem4" runat="server" Text="ListItem 4" Value="item4">  </ej:DropDownListItem>  <ej:DropDownListItem ID="DropDownListItem5" runat="server" Text="ListItem 5" Value="item5">  </ej:DropDownListItem>  </Items>  </ej:DropDownList>  </div>  </form> |

Please refer to the below documentation link to know more about control initialization.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls#adding-syncfusion-aspnet-control>

Please let us know, whether the provided solution is helpful.

Regards,

Muthukrishnan K

### 269676 - ej Tab control question - ej 1

**18/03/2020**

Hi Alexandre,

Greetings from Syncfusion support.

We have validated your requirements and we have prepared sample which meets your requirement. In this sample we have rendered EJ Grid in the first tab using ContentTemplate property of Tab control. we have added custom buttons in the Grid control using CustomToolbarItems. We have added new grid on the new tab using toolbar button **(Add Assets)** click event of Grid. We have also show the EJ dialog control in the button (**Add New Asset**) click event of Grid. When you close the dialog then automatically it shows the Grid on the tab. Please refer to the below code block.

[**Index.cshtml**]

|  |
| --- |
| <script type="text/x-jsrender" id="add1">      <button class="add">Add New Asset</button>  </script>  <script id="add2" type="text/x-jsrender">      <button class="add">Add Assets</button>  </script>  @{Html.EJ().Tab("defaultTabs").Items(data =>    {        data.Add().ID("Orders").Text("Tab1").ContentTemplate(@<div>      @(Html.EJ().Grid<object>("Grid1")           .Datasource("<https://mvc.syncfusion.com/Services/Northwnd.svc/Orders/>")           .AllowPaging()           .ToolbarSettings(tool => tool.ShowToolbar().CustomToolbarItems(new List<object>() { new Syncfusion.JavaScript.Models.CustomToolbarItem() { TemplateID = "#add1" }, new Syncfusion.JavaScript.Models.CustomToolbarItem() { TemplateID = "#add2" } }))           .PageSettings(page => { page.PageSize(5); })           .Columns(col =>           {               col.Field("OrderID").HeaderText("Order ID").IsPrimaryKey(true).TextAlign(TextAlign.Right).Width(75).Add();  …..  ….  col.Field("OrderDate").Format("{0:MM/dd/yyyy}").Width(80).TextAlign(TextAlign.Right).Add();               col.Field("ShipCountry").HeaderText("Ship Country").Width(100).Add();           }).ClientSideEvents(eve=>eve.ToolbarClick("clicked")))          <div><div id="basicDialog" title="Audi Q3 Drive">               <h1>Audi Q3</h1>               <div class="cnt">                  It is a concept vehicle with Liquid Silver body colour, 20-inch wheels, fabric folding roof, electrically-controlled hood, 4-cylinder 2.0 TDI engine rated 204 PS (150 kW; 201 hp)…  …             </div>          </div></div>       </div>);  }).Render();}  <style>      button.add {          background-color: #179bd7;          color: white;      }  </style>  <script type="text/javascript">      $(function () {          // render ej dialog           $("#basicDialog").ejDialog({               width: 550,               minWidth: 310,               minHeight: 215,               close: "onDialogClose",               target: "#Orders",               showOnInit:false           });      });      function clicked(sender) {          if (sender.itemName == "add2") {              var dm = ej.DataManager("<https://mvc.syncfusion.com/Services/Northwnd.svc/Orders>");              // get tab intsance              var tabObj = $("#defaultTabs").ejTab("instance");              // add new tab item              tabObj.addItem("#new", "New Tab", 2, "myClass", "newItem");              //Add grid to the tab content of new tab item              $("#newItem").ejGrid({                  dataSource: dm,                  allowPaging: true,                  columns: ["OrderID", "EmployeeID", "CustomerID", "ShipCountry", "Freight"]              });          } else if (sender.itemName == "add1") {              // hide grid from the tab              document.getElementById("Grid1").style.visibility = "hidden";              // open dialog control              $("#basicDialog").ejDialog("open");          }        }      function onDialogClose(args) {          // show grid on the tab          document.getElementById("Grid1").style.visibility = "visible";      }  </script> |

Please refer to the below Kb documentation to know more about adding grid inside the Tab control.

<https://www.syncfusion.com/kb/7789/how-to-render-tab-control-with-different-grids-as-tab-items>

Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Tab_Grid802472228>

Please let us know, whether the provided your solution met your requirement. If not, then please provide us clear description of your requirement or demo or video demo depicting your expected requirement. This information would help us to check and provide you the prompt solution.

Regards,

Muthukrishnan K

**19/03/2020**

Hi Alexandre,

Thanks for the update.

We have validated your reported problem. In EJ Tab control, height will be automatically changed based on the tab content. We are unable to check the cause of your reported problem with your provided information. So, could you please replicate your reported issue in our previously shared sample and share it us? It will be help us to provide you prompt solution.

Also please check the below link for the live demo of Tab.

<https://mvc.syncfusion.com/demos/web/tab/otherwidgets>

Regards,

Muthukrishnan K

### 269689 - Binding issue while selecting item using auto complete option ej-comboBox (Autocomplete)

**18/03/2020**

Hi Abdelrahman,

Greeting from Syncfusion support.

We have validated your reported problem with AutoComplete and ComboBox controls. we have prepared sample to meet your requirement, in this sample when we select the item in the AutoComplete then it will select the same item in the ComboBox control also. We have bind the select event for AutoComplete control using this event we can get the selected value of AutoComplete then we can select the same item in ComboBox using setModel method.

Please refer to the below code block.

**[app.component.html]**

|  |
| --- |
| <div class="ctrllabel">Select a Item in Autocomplete</div>  <input id="autodefault" type="text" ej-autocomplete width="100%" [fields]="fields" [dataSource]="states" (select)="onSelect($event)" />  <div class="ctrllabel">Select a Item in ComboBox</div>  <input id="comboDefault" ej-combobox [dataSource]="states" [fields]="fieldsvalues" width="100%" /> |

**[app.component.ts]**

|  |
| --- |
| export class AppComponent {   @ViewChild('treeObj') treeObj: EJComponents<any, any>;   data: Array<Object> = [];   fieldsvalues: Object;   states: Array<any>;   fields: Object;   value: string;   constructor() {     // data source    this.states = [      { index: 's1', countryName: 'Alabama' },      { index: 's2', countryName: 'Alaska' },      { index: 's3', countryName: 'Arizona' },      { index: 's4', countryName: 'Arkansas' },       ….       …..      { index: 's43', countryName: 'Wisconsin' },      { index: 's44', countryName: 'Wyoming' }  ];      // autocomplete fields      this.fields = { key: 'index', text: 'countryName' };      // combobox fields      this.fieldsvalues = { dataSource: this.states, text: 'countryName', value: 'index' };   }    onSelect(event) {        let combObj = $("#comboDefault").data('ejComboBox');        // select combobox value        combObj.setModel({value : event.value});      }  } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/AutoComplete_ComboBox-15194320>

Please let us know, whether the provided solution met your requirement. If not, then please provide us clear description of your requirement or demo or video demo depicting your expected requirement. This information would help us to check and provide you the prompt solution.

Regards,

Muthukrishnan K

**19/03/2020**

Hi Abdelrahman,

Thanks for the update.

We have validated your reported problem. When we are using ng model for both Autocomplete and ComboBox then we need to map the exact fields for both components. Because, when we are mapping key and text field for Autocomplete then it will take key field as value for Autocomplete. At the same time, we need to map the same key field as value field for ComboBox component. In this case both ways are working fine we can select item using mouse click and enter button. Please ensure it from your end.

We have recorded video for your convenience, please refer to the below link for the video.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Autocomplete_ComboBox1244788600>

Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/AutoComplete_NgModel-1411312804>

If issue still persists on your side, please modify the above sample to replicate the issue.

Regards,

Muthukrishnan K

**24/03/2020**

Hi Abdelrahman,

Unfortunately, we were unable to reproduce your reported problem in AutoComplete and ComboBox control. As, mentioned as earlier, can you please share some additional details to look on your issue. It will be help us to provide you prompt solution of your reported problem.

1. AutoComplete and ComboBox control rendering code block.
2. Share the issue reproducing sample
3. If possible, share the screen recorder video with issue reproducing steps.

Regards,

Muthukrishnan K

**26/03/2020**

Hi Abdelrahman,

Thanks for the joining meeting with us.

Please find the discussed items in the meeting.

On the further analysis of your project. we have found that, you were mapping a value “**exam.typeId**” to **ngModel** of ComboBox. While using **mouse for selection,** the **typeId** value is passed correctly with request to save method whereas when we use enter key for selection **typeId field is not found in the request**. we have suggested to map the “exam.typeId” to value property of ComboBox and now typeId field can be seen in the request but the value is always maintained as 0 on any selection. So, we have requested to share the ComboBox related files in the incident to check this locally if we couldn’t replicate locally, we can schedule another meeting.  You are agreed to share details in the incident.

Regards,

Muthukrishnan K

**30/03/2020**

Hi Abdelrahman,

Thanks for sharing details.

Unfortunately, we were unable to replicate your reported problem in ComboBox component with provided information. As mentioned as earlier, we can have meeting. Please let us know, your convenient time.

Regards,

Muthukrishnan K

**31/03/2020**

Hi Abdelrahman,

Thanks for the joining meeting with us.

Please find the discussed items in the meeting.

On the further analysis of your project, you are facing issue while selecting items in ComboBox control using keyboard at the same when selecting item using mouse it works fine. We requested to share the issue reproducing sample to validate the issue at our end. As informed, we will check and provide the prompt solution for resolving your problem, once after you share us the replicating sample.

Regards,

Muthukrishnan K

**02/04/2020**

Hi Abdelrahman,

Thanks for sharing the files.

We have validated your reported problem in EJ ComboBox component. Unfortunately, we were unable to replicate your exact issue replicating scenario with the provided information. But on further analysis, we suspect when we select the item using keyboard, **ng-reflect-model** was not updated properly in the ComboBox component. But, when we select the item using mouse click, then ng-reflect-model was updates correctly. We suspect this might be the cause of reported issue in your application. Please see the below screen shot.

**Mouse selection:**

|  |
| --- |
|  |

**Keyboard selection:**

|  |
| --- |
|  |

We request you to please check the same issue reproducing case in Syncfusion EJ AutoComplete component by replacing EJ ComboBox with EJ AutoComplete. Also, confirm us whether your reported issues resolve while using AutoComplete. (**This is only to check whether the problem resolves using autocomplete as its keyboard functionality updates the ng-reflect-model properly**).Based on your confirmation, we will validate your reported with EJ ComboBox to provide the prompt solution.

Please refer to the below code block to change your ComboBox to Autocomplete component.

[**app.component.html**]

|  |
| --- |
| <div class="row">    <span class="col-md-1">Type:</span>    <div class="col-md-5">          <input type="text" ej-autocomplete [dataSource]="datasources.examTypes" [fields]="fldsVal" [(ngModel)]="exam.typeId" width="100%" [showPopupButton]="true"/>      <!-- <input ej-combobox [autofill]='true' [allowCustom]="false" [dataSource]="datasources.examTypes" [fields]="fldsVal"  width="100%" [(ngModel)]="exam.typeId"/> -->    </div>  </div> |

[**app.component.ts**]

|  |
| --- |
| import { Component, ViewEncapsulation, ViewChild} from '@angular/core';  import { EJComponents } from 'ej-angular2/src/ej/core';  class Exam {    typeId: string;  }  class Datasources{    examTypes: any;  }  const data = `[    {      "id": 0,      "alias": "NONE",      "shortString": "None"    },    {      "id": 1,      "alias": "CAROTID\_ARTERY",      "shortString": "Cerebrovascular Duplex Scan"    },    {      "id": 2,      "alias": "UPPER\_EXTREMITY\_ARTERIAL",      "shortString": "UE Arterial Duplex Scan"    },    {      "id": 3,      "alias": "UPPER\_EXTREMITY\_VENOUS",      "shortString": "UE Venous Duplex Scan"    }  ]`;  @Component({    selector: 'app-root',    templateUrl: './app.component.html',    styleUrls: ['./app.component.css'],    encapsulation: ViewEncapsulation.None  })    export class AppComponent {    public exam: Exam  = new Exam();    public datasources: Datasources = new Datasources();    fldsVal: any;    // constructor(private patientService:PatientRecordService ) {    constructor() {      //this.fldsVal = { text: 'shortString', value: 'id' };      this.fldsVal = { text: 'shortString', key: 'id' };      this.datasources.examTypes = JSON.parse(data);    }  } |

We have prepared sample with Autocomplete control, which can be downloaded from the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Autocomplete_NgMod368628275>

Regards,

Muthukrishnan K

**06/04/2020**

Hi Abdelrahman,

Thanks for the confirmation.

We have considered the case, when we selecting the item using keyboard, then ng-reflect-model is not updating properly in the ComboBox component will be root cause of your reported problem. we have logged this is as a bug in ComboBox component. We will fix and provide you the patch of the fix on before 20th April 2020.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/13182/ngmodel-binding-issue-in-combobox>

We appreciate your patience until then.

Regards,

Muthukrishnan K

**07/04/2020**

Hi Abdelrahman,

Sorry for the inconvenience caused.

We have updated the feedback and now, you can see the status of this issue through this feedback link.

Regards,

Muthukrishnan K

### 152538 - Accordion using Razor code doesnt render the ContentTemplate

**19/03/2020**

Hi Derek,

Thanks for contacting Syncfusion support.

We have validated your reported problem in Accordion control and it is reproducing at our end. We will validate the cause of this issue and resolve it in our future releases.  But, we suggest to use the **tag helper** for rendering the control in ASP.NET Core project, which is recommended to be used with ASP.NET Core. Content template is working properly when rendering the control using the tag helper syntax.

Please refer the below code block.

[**Index.cshtml**]

|  |
| --- |
| /\*ej-Tag Helper code to render Accordion\*/  <**ej-accordion** id="basicAccordion1">  <**e-accordion-items**>  <**e-accordion-item** **text**="ASP.NET">  <**e-content-template**>  <div>  Essential Chart for ASP.NET MVC is a visually stunning, high-performance charting component that is easy to use.  It includes 35 chart types ranging from simple column charts to specialized financial charts.  The charts are highly customizable and have a powerful data model that makes data binding simple.  </div>  </**e-content-template**>  </**e-accordion-item**>  <**e-accordion-item** **text**="ASP.NET MVC">  <**e-content-template**>  <div>  The Model-View-Controller (MVC) architectural pattern separates an application into three main components:  the model, the view, and the controller. The ASP.NET MVC framework provides an alternative to the ASP.NET Web Forms pattern for creating Web applications. The ASP.NET MVC framework is a lightweight, highly testable presentation framework that (as with Web Forms-based applications) is integrated with existing ASP.NET features, such as master pages and membership-based authentication.  </div>  </**e-content-template**>  </**e-accordion-item**>  <**e-accordion-item** **text**="Javascript">  <**e-content-template**>  <div>  JavaScript (JS) is an interpreted computer programming language.  It was originally implemented as part of web browsers so that client-side scripts could interact with the user, control the browser,  communicate asynchronously, and alter the document content that was displayed. More recently, however,  it has become common in both game development and the creation of desktop applications.  </div>  </**e-content-template**>  </**e-accordion-item**>  </**e-accordion-items**>  </**ej-accordion**> |

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Accordion1874034954>

Please refer to the below link for the documentation of Accordion.

<https://help.syncfusion.com/aspnet-core/accordion/getting-started#create-a-simple-accordion>

Please refer to the below link for live demo of Accordion control.

<https://aspnetcore.syncfusion.com/accordion/default>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**20/03/2020**

Hi Derek,

Thanks for the update.

In previous update, we have suggested to use tag helper to render Accordion control in static content Template. For now, your requirement is to add the Accordion item dynamically. To achieve this requirement, you can use razor syntax. When using razor syntax, we can get the data from view data in the code behind. Please refer to the below code block.

[**Index.cshtml**]

|  |
| --- |
| @{  Html.EJ().Accordion("multiAccordion", (Syncfusion.JavaScript.Models.AccordionProperties)ViewData["accordion"]).Render();  } |

[**HomeController.cs**]

|  |
| --- |
| public IActionResult Index()  {  AccordionProperties obj = new AccordionProperties();  obj.Items.Add(new AccordionBaseItem() { Text = "ASP.NET", ContentTemplate = new MvcTemplate<AccordionBaseItem> { RazorViewTemplate = (data) => { return "Microsoft ASP.NET is a set of technologies in the Microsoft .NET Framework for building Web pages use a compiled,……."; } } });  obj.Items.Add(new AccordionBaseItem() { Text = "ASP.NET MVC", ContentTemplate = new MvcTemplate<AccordionBaseItem> { RazorViewTemplate = (data) => { return " The Model-View-Controller (MVC) architectural pattern separates an application into three main components: the model, the view, and the controller……. } } });  obj.Items.Add(new AccordionBaseItem() { Text = "JavaScript", ContentTemplate = new MvcTemplate<AccordionBaseItem> { RazorViewTemplate = (data) => { return "JavaScript (JS) is an interpreted computer programming language."; } } });  obj.EnableAnimation = true;  ViewData["accordion"] = obj;  return View();  } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/AccordionDynamic1655183182>

If you want to use the static content template in razor syntax while initializing Accordion, then please let us know your exact requirement. We will check consider the previously reported issue with high priority and provide you the patch with the fix.

Regards,

Muthukrishnan K

Hi Derek,

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 269716 - Combo boxes

**19/03/2020**

Hi Bill,

Thanks for the update.

We can add ComboBox control dynamically. We have prepared sample to meet your requirement in this sample we have created input element dynamically and changed that input into ComboBox control. when we click the add more button then it will create the ComboBox control inside the dialog. Please refer to the below code block.

[**Default.apsx**]

|  |
| --- |
| <div class="custom"></div>  <div class="more">  <ej:Button ID="add" CssClass="add" Text="Add More?" Type="Button" ClientSideOnClick="addCombo" runat="server"></ej:Button>  </div>  <script type="text/javascript">  function addCombo() {  // create input element  ele = document.createElement('input');  // adding id attribute  ele.setAttribute("id", "Combo" + i);  cus = document.querySelector(".custom");  // append to already created div element  cus.appendChild(ele)  // render input as combobox  $("#Combo" + i).ejComboBox({  dataSource: sportsData,  fields: { text: 'game', value: 'id' },  width: "100%",  cssClass: 'combo'  });  i++;  }  </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ComboBox_Dynamic1750833901>

Please let us know, whether the provided solution is helpful.

Regards,

Muthukrishnan K

### 269790 - Urgent !!! Behavior of RTE is very strange while Pasting & Adding the text

**19/03/2020**

Hi Selvam,

Greetings from Syncfusion support.

Currently, we are validating your requirements in RTE control. We will update the further details with in two business days (23rd March 2020). We appreciate your patience until then.

Regards,

Muthukrishnan K

**24/03/2020**

Hi Selvam,

**Query 1: When copy big paragraph and paste into RTE, I show the two line coming  in single <p>.**

The content gets split up based on the RTE width and you can modify the below calculation to resolve this issue

|  |
| --- |
| var splitChar = Math.round(parseInt(rteObj.model.width)/7.3);  // character width    if(data.includes(' ')) {            var splitArr = data.match(new RegExp('(?:^|\\b|$)[\\w\\W .]{1,' + splitChar + '}(?:\\b|$)', 'gi'))  //split the data into based on width  }    } |

**Query 2: After paste/enter put cursor on last position and press delete, the next line should append into current line, it's means in single <p> tag hold two lines of sentence.**

By default, when delete key is entered the next line will be appended to the previous line. This is the existing behavior of editor. Based on the customized sample, all the contents are split as <p> tag and hence <p> tags are combined. This will work fine with normal RTE but we need to validate the feasibility to customize this in the provided custom sample as this will be complex to achieve in RTE, as it may break the existing functionalities of RTE.

**Query 3: When I enter manually sometime <span> tag coming. I try click bold button and enter some text into RTE that tome style applied with span tags.**

When some text is selected and bold tag is applied, <b> tag will be created for selected text. When we type some letter and choose bold or italic with some cursor position without any text, the empty span is created for the upcoming content.

We will update the feasibility for achieving your queries 2 and 3 in three business days on **March 27, 2019.**

We appreciate your patience, until then.

Regards,

Muthukrishnan K

**01/04/2020**

Hi Selvam,

Thanks for the update.

**Query 1: when ctrl+v one word is splitted in two.**

We have validated your reported issue in RTE control, your reported issue arises because of you have used special characters in the word (**dostępny**). In the previously provided sample we have used regular expression for splitting the sentences without breaking words. So that, your pasted word **dostępny** splitted as **dostę** and **pny.** You can change the below line in your sample based on your requirements. Please refer the below code block.

|  |
| --- |
| if (data.includes(' ')) {  var splitArr = data.match(new RegExp('(?:^|\\b|$)[\\w\\W .]{1,' + splitChar + '}(?:\\b|$)', 'gi')) //split the data into based on width  }  else {  var splitArr = data.match(new RegExp('(?:^|\\b)[\\w\\W .]{1,' + splitChar + '}(?:|$)', 'gi'))  } |

**Query 2: This would probably never happen in real work, but pasting the same text shows some element in the middle of broken word.**

We have checked this case but unfortunately, we were unable to replicate the reported issue. Please refer the below screen shot.

|  |
| --- |
|  |

**Query 3: Adding pictures in the text box should not be possible.**

We can prevent the images being pasted in the RTE control. we can get the file type in paste event, if file type is image then we can prevent the paste action. Please refer to the below code block.

|  |
| --- |
| if(e.originalEvent.clipboardData.files.length >= 1){  if(e.originalEvent.clipboardData.files[0].type == "image/png"){  e.preventDefault();  return false;  }  } |

Please refer to the below link for the sample.

<http://jsplayground.syncfusion.com/yjjtrtcu>

**Query 4: Width of RTE is not talking correct sometime taking more letter sometimes less letters**

We have split the characters based on your width of RTE. You can change this based on your requirement. Please refer the below code block.

|  |
| --- |
| var splitChar = Math.round(parseInt(rteObj.model.width) / 7.3);  // character width |

**Query 5: When I press delete. More then my selected text gets deleted.**

Unfortunately, we were unable to reproduce the reported issue in our end. Can you please check this case in the below sample link.

<http://jsplayground.syncfusion.com/yjjtrtcu>.

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**08/04/2020**

Hi Selvam,

Thanks for the joining meeting with us.

Please find the below discussed items in the meeting.

We have seen your reported cases in RTE control. when you are copy and paste the same content in the RTE the pasted content was not same as like in the copied one there was problem in width of line. When you are deleting the content from the RTE then cursor will be automatically moved to the first position of the content. We have explained that, in delete functionality we have removed the whole content and again split and pasted in RTE. Your reported also span tag were added in the RTE, we have also explained to the details which is we have used to add the bold style for specific position of word in the content. You have also reported issue while using other languages (Russian) in the split functionality. We have explained this case, we have customized regex for English only and when we want to use other language then we need customize the regex based on the language. Finally, you have reported externalCSS was not working in your project, and we have said we need to provide the exact path of the file.

Regards,

Muthukrishnan K

**08/04/2020**

Hi Selvam,

Thanks for sharing the information.

We have validated your requirements in RTE control.

1. ***When user try to paste content into rte (copied from with rte or somewhere) , content must spited single line with <p>, not wrapped with some letters into first line.***

We were able to reproduce this issue in your customized RTE sample. We are working on this to provide you prompt solution. We need analyze more regarding this case, we will update the further details with in three business days 14th April 2020.

1. ***When user try to delete content from rte, only remove the selected content not more.***

When we delete the content from RTE that time we have not removed the any other content, we have removed the whole content and again split based on the width and pasted in RTE.

1. ***When user delete all the lines, find the empty <p> tags and remove it all, otherwise we can not enter 12 lines, the rte restrict to the entry.***

When RTE content was empty, then <p> tag will be added to the RTE. If we are adding the new content to RTE then the same <p> tag will be used to add the content. If we remove the <p> tag then all the content will be directly appended to body tag of RTE.

1. ***Width of the lines should be same when you paste or enter manually.***

Yes, width of the lines based on the last word of the line. Because, if the last word contains more character then this word automatically added to the next line. So, it looks like width was different for all lines in RTE.

1. ***Make sure the split function works all the language.***

We have tried to work with Russian language since, we were unable to achieve your requirement. Please refer the below link for regex for Russian words.

<https://stackoverflow.com/questions/18471159/regular-expression-with-the-cyrillic-alphabet>

Regards,

Muthukrishnan K

**13/04/2020**

Hi Selvam,

Thanks for being patience.

On the further analysis of your reported issue in your sample. We found that this issue arises due to the solution which we have provided to prevent breaking the words in the incident [223950](https://www.syncfusion.com/support/directtrac/incidents/223950). In that solution we get the content from paste event and split the all the content into length **(46 character)** which suits the **width(330px)** of the RTE. We have calculated how many characters will occupy the 330px text area and split this content.  But this case breaks when we are copy paste the content with empty space.

Because, empty space and characters are not same size. But empty space were also calculated in character length. If line contains more empty space, then it will have more characters length compared with the line which does not contain the empty space.

RTE’s paste operation work properly (without customization). Due to this customization, we are facing issues and we can't split the character based on the length of both the letters with empty space and non-empty space.

Please refer to the below demo which shows the character length of without empty space and with empty space.

<http://jsplayground.syncfusion.com/dgt31b30>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**16/04/2020**

Hi Selvam,

Good day to you.

As mentioned in the previous update. We have shared demo sample to show the difference between the characters length of both empty spaces contain line and non-empty space line.

**Query 1: After enter manually from RTE, I try to copy those letters and paste it into RTE, pasting action is not working properly**

This issue arises when we copy paste the content without any empty space. Previously, if content does not contain any empty space then we have considered as single para. So that, it will only paste the 46 letters. Now, we have considered this case and changed the condition to match the content. We have customized the sample and override the default behavior of RTE but with this case works as expected in default RTE. Please refer to the below code block.

|  |
| --- |
| if (data.includes(' ')) {  var splitArr = data.match(new RegExp('(?:^|\\b|$)[\\w\\W .]{1,' + splitChar + '}(?:\\b|$)', 'gi')) //split the data into based on width  }  else {  var splitArr = data.match(/.{1,46}/gm);  } |

**Query 2: When user try to copy somewhere and paste it into RTE, the external styles or tags strictly remove from the RTE**

The reported issue occurs when we copy paste the single line content in the RTE and found that we have not handled the single line content for paste operation. We have currently added this case also in the paste operation. Please refer to the below code block.

|  |
| --- |
| else if (($(newEle).textWidth() < exitedVal || $(rteObj.\_getSelectedNode()).textWidth() + $(newEle).textWidth() < exitedVal)) {  e.preventDefault();  var data = e.originalEvent.clipboardData.getData("Text");  if (rteObj.\_getSelectedNode() && rteObj.\_getSelectedNode().textContent.length >= 0 && rteObj.\_getSelectedNode().textContent != "﻿") {  isNode = true;  var rang = rteObj.\_getRange().startOffset;  if (rteObj.\_getSelectedNode().tagName == "BODY" && $(rteObj.\_getSelectedNode()).find("p:last")[0] != null) {  t = $(rteObj.\_getSelectedNode()).find("p:last")[0].textContent  data = t.substr() + data  }  else {  t = rteObj.\_getSelectedNode().textContent;  data = t.substr(0, rang) + data + t.substr(rang);  }  data = data.replace(/\n/g, '')  }  newEle.innerText = data;  splitArr = "<p>" + data + "</p>"; // wrap these words into <p> tag  if (isNode && splitArr != "" && rteObj.\_getSelectedNode().tagName != "BODY") {  var fragment = document.createRange().createContextualFragment(splitArr);  var ele = document.createElement('p');  ele.appendChild(fragment);  if ((rteObj.\_getSelectedNode().previousSibling == null)) {  if (rteObj.\_getSelectedNode().tagName == "SPAN" && rteObj.\_getSelectedNode().parentNode.previousSibling != null) {  rteObj.\_getSelectedNode().parentNode.previousSibling.insertAdjacentHTML("afterend", splitArr);  rteObj.\_getSelectedNode().parentNode.remove();  } else {  rteObj.\_getSelectedNode().insertAdjacentHTML("afterend", splitArr)  rteObj.\_getSelectedNode().remove();  }  } else {  rteObj.\_getSelectedNode().previousSibling.insertAdjacentHTML("afterend", splitArr);  if ($(rteObj.getDocument().body).find('p').length != 12)  rteObj.\_getSelectedNode().remove();  }  }  else if (parts != "" && rteObj.\_getSelectedNode().tagName == "BODY") {  $(rteObj.\_getSelectedNode()).find("p:last").remove();  $(rteObj.\_getSelectedNode()).find("p:last")[0].insertAdjacentHTML("afterend", splitArr);  }  //paste the splitted content into RTE.  else if (parts != "")  rteObj.executeCommand("insertHtml", splitArr);  newEle.remove();  } |

Please refer to the below link for the sample.

<http://jsplayground.syncfusion.com/fgjujtny>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**17/04/2020**

Hi Selvam,

**Query 1:  I checked my old code, here to many split logic is there, but you gave simple split default width (var splitArr = data.match(/.{1,46}/gm);) could please refer my sample code which i provide to you.**

We have checked your shared code that is the cause of your reported issue while pasting the content without any empty space. So, that we suggested another way to split the continuous content. We recorded video for your convenience. Please refer to the below link for the video.

Video link: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_Cont_Paste1872550792>

Sample: <http://jsplayground.syncfusion.com/cvkrvarg>

**Query 2: paste function is not working, sometimes I could not paste into RTE.**

As per your requirement we have only prevent the paste operation while RTE content have 12 <p> tag. Your reported issue arises only when paste the content in new line with more than one line content. When we paste the content in new line then RTE will add the new <p> tag with empty content because of this paste operation preventing for 12th line. Now we modified the code to work on this case. Please refer to the below code block.

|  |
| --- |
| count = 13 - $(rteObj.getDocument().body).find('p').length                          if (splitArr.length >= 12) {                              splitArr = splitArr.splice(0, 12);                          }                          if ($(rteObj.getDocument().body).find('p').length > 12) {                              splitArr = splitArr.splice(0, count);                          }                          if (!first && splitArr.length > count) {                              if (count == 0) {                                  arr = splitArr.splice(0, 1);                              }                              else {                                  arr = splitArr.splice(0, count);                              }                              parts = arr.join("");                          }                          else {                              parts = splitArr.join(""); //join these <p> tags                              first = false;                          } |

Please refer to the below link for the sample.

<http://jsplayground.syncfusion.com/rz5wlrpr>

Please let us know, if you have any concerns.

Regards,

Muthukrishnan K

### 269915 - ej ComboBox remove text by backspace don't fire event

**20/03/2020**

Hi Mohamed,

Greetings from Syncfusion support.

We have validated your requirements. We have provided change event for ComboBox control, this event only triggers when model value was updated on ComboBox. To achieve your requirement, we can bind the common input event of ComboBox control, this event returns the current value of ComboBox input element. Please refer to the below code block.

[**app.component.ts**]

|  |
| --- |
| export class AppComponent {   fieldsvalues: Object;   states: Array<any>;   constructor() {     // data source    this.states = [      { index: 's1', countryName: 'Alabama' },   { index: 's2', countryName: 'Alaska' },      { index: 's3', countryName: 'Arizona' },      .. . . .  ... . . .      { index: 's43', countryName: 'Wisconsin' },   { index: 's44', countryName: 'Wyoming' }  ];      // combobox fields      this.fieldsvalues = { dataSource: this.states, text: 'countryName', value: 'index' };   }   // input event      onSearchChange(event) {        console.log(event.target.value);      }  } |

[**app.component.html**]

|  |
| --- |
| <div class="ctrllabel">Select a Item in ComboBox</div>  <input id="comboDefault" ej-combobox [dataSource]="states" [fields]="fieldsvalues"  (input)="onSearchChange($event)" width="100%" /> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ComboBox-1085015887>

Please let us know, whether the provided information is helpful.

Regards,

Muthukrishnan K

### 269633 - Unable to preventDefault inside passive event listener due to target being treated as passive

**20/03/2020**

Hi Team,

On analyzing about the cause of this issue, we found that Chrome has modified behavior of **preventDefault()**function in its latest versions.

Please, find the forum links which discuss about the issue which we face at our side.

<https://github.com/inuyaksa/jquery.nicescroll/issues/799>

<https://developers.google.com/web/updates/2019/02/scrolling-intervention>

<https://www.chromestatus.com/features/6662647093133312>

We raise query to chrome support regarding this issue. Meanwhile, we will check to resolve the issue at our end. We will update you further details once we get the details from chrome public forum.

Regards,

Muthukrishnan K

### 269813 - FileExplorer in BootStrap 3 Modal

Hi Daniel,

Thanks for the update.

We have validated your reported problem, this issue arises when we try to select the folder which is not created in the file explorer control. we suspect that you are dynamically update the service for file explorer. We have prepared sample to meet your requirement, in this sample we have loaded file explorer service in one button click, and we have loaded file explorer control inside the bootstrap dialog in another button click. Please refer to the below code block.

[**Index.cshtml**]

|  |
| --- |
| <button type="button" id="code" class="btn btn-info btn-lg" data-toggle="modal" data-target="#myModal">Open Modal</button>  <button onclick="GetProjectFileExplorer()">load service</button>  ….  …  …  <div class="sliderwrap">  @(Html.EJ().FileExplorer("fileExplorer")  .ShowToolbar(false)  .ShowContextMenu(false)  ))  </div>  <script>  // Event Triggers after the dialog open.  $("#myModal").on('shown.bs.modal', function () {  // Refresh the Splitter component.  var fileExplorerObj = $("#fileExplorer\_splitter").data("ejSplitter");  fileExplorerObj.refresh();  // Adjust the size of filemanager component.  var Filemanager = $("#fileExplorer").data("ejFileExplorer");  Filemanager.adjustSize();  });  function GetProjectFileExplorer() {    $("#fileExplorer").ejFileExplorer({  path: "~/FileExplorerContent",  ajaxAction: "/Home/FileActionDefault"  });  }  </script> |

Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/WebApplication2426283265>

If the reported issue still persists, please modify the above shared sample to replicate your reported problem share it with us. It will help us to find the cause and to provide the prompt solution.

Regards,

Muthukrishnan K

### 269886 - Console error when resizing pane

Hi Dídac,

Greetings from Syncfusion support.

We have validated your reported problem. Unfortunately, we were unable to reproduce your reported problem in Splitter control with TreeGrid. We have prepared sample with dropdown with TreeGrid control and Splitter.

Please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/aj4gmlqp>

If issue still persists, please share some additional details it will be helpful to provide you the exact solution.

1. Splitter control rendering code block.
2. If you are facing any console error, share the screen shots.
3. If possible, replicate the issue in the above sample and revert us back.
4. If possible, share the screen recorder video with issue reproducing steps.

Regards,

Muthukrishnan K

### 270199 - Feedback : It did not fix the issue

**24/03/2020**

Hi Marty,

Greetings from Syncfusion support.

We have analyzed your query. This problem will raise when Syncfusion components configurations settings are not applied in your application. Please, check and ensure the following cases in your application if you have installed the Syncfusion NuGet (**Syncfusion.AspNet.Mvc5**) in your application.

1. Ensure the following basic **Syncfusion DLL’s** are referred in your application or not.

* Syncfusion.EJ.dll
* Syncfusion.Ej.mvc.dll

2.       In our application we have a root configuration file (**web.config**) present in the Application. In that ensure the following assembly reference added into the <assemblies> tag.

|  |
| --- |
| **[web.config]**    <assemblies>            <add assembly="Syncfusion.EJ, Version=xx.xxxx.x.xx, Culture=neutral, PublicKeyToken=xxxxxxxxxxxxxx" />            <add assembly="Syncfusion.EJ.Mvc, Version= xx.xxxx.x.xx, Culture=neutral, PublicKeyToken= xxxxxxxxxxxxxx " />      </assemblies> |

3.       In our application we have another web.config file present in the **Application -> Views Folder -> web.config** file. In that ensure the following namespace included.

|  |
| --- |
| **[web.config]**    <add namespace="Syncfusion.JavaScript"/>      <add namespace="Syncfusion.MVC.EJ"/> |

4.       Once completed all the above processing, run the application.

5.       It will resolve the EJ undefined error in your application.

For your convenience, we have prepared a simple sample based on your requirement. You can also download the attached sample from the following location.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DatePickerMVC-163489695>

Also, if you want to know more about our components to getting started, please find the below link.

<https://help.syncfusion.com/aspnetmvc/getting-started#manual-integration>

Kindly refer to the below forum the similar problem is discussed.

<https://www.syncfusion.com/forums/118198/does-not-contain-a-definition-for-ej-and-no-extentension>

If you still face any problems, please revert back us with your sample and detailed replication procedure. Also, let us know Syncfusion controls that you are using in your application with your exact requirement details. This would be helpful for us to provide you the exact solution.

Regards,

Muthukrishnan K

### 270082 - Incompatibility between <ej:RTE> and <asp:GridView> tags trigger HttpRequestValidation exceptions

**24/03/2020**

Hi Ismaël,

Thanks for the update.

We can resolve your reported problem ([**A potentially dangerous Request.Form value was detected from the client**](https://stackoverflow.com/questions/81991/a-potentially-dangerous-request-form-value-was-detected-from-the-client)) in ASP.NET Application. To resolve your problem, we need add the **validateRequest** as **false** in pages tag and add **requestValidationMode** as **2.0** in web.config file. Please refer to the below code block.

[**Web.config**]

|  |
| --- |
| <system.web>  <compilation debug="true" targetFramework="4.7.2">  <assemblies>  </assemblies>  </compilation>  <httpRuntime targetFramework="4.7.2" requestValidationMode="2.0"/>  <pages validateRequest="false">  <controls> |

After adding the above code, now you can add both **ASP GridView** and **EJ RTE** in same aspx page. Now, we can add new data in the ASP Grid using the Add shareholder button click event.

In RTE control, we don’t have any separate tag for creating table in code behind, you can use ASP table or HTML table for your requirement.

We have made changes in your previously shared sample, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ASP_GRID_EJ_RTE-1305489878>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 270365 - How to set hiddenfield value from 'ClientSideOnSuccess' or 'ClientSideOnComplete'

**24/03/2020**

Hi Andrew,

Greetings from Syncfusion support.

We have checked your reported problem in HiddenField with your shared information. We have found that you have set **false** as value for [visible](https://docs.microsoft.com/en-us/dotnet/api/system.web.ui.control.visible?view=netframework-4.8#System_Web_UI_Control_Visible) property so that HiddenField was not rendered on the DOM so we can’t get the HiddenField element. To resolve this issue, we need set visible value as **true**.

You are trying to get the element using HiddenField static id, for this case you need get the element id like below.

|  |
| --- |
| function complete(args)  {  document.getElementById('<%=hdntxtdocPath.ClientID%>').value = args.responseText;          } |

Otherwise you need set value for [ClientIDMode](https://docs.microsoft.com/en-us/dotnet/api/system.web.ui.control.clientidmode?view=netframework-4.8#System_Web_UI_Control_ClientIDMode) as **Static** to use as direct id of HiddenField.

|  |
| --- |
| <asp:HiddenField ID="hdntxtdocPath" runat="server" Value="" Visible="true" ClientIDMode="Static"> </asp:HiddenField>  function complete(args)  {  document.getElementById('hdntxtdocPath').value = args.responseText;          } |

Please refer to the below link to know more about this.

<https://stackoverflow.com/questions/24250758/setting-a-value-to-a-hiddenfield-in-asp-net-4-5>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**25/03/2020**

Hi Andrew,

Thanks for the update.

We have created separate incident for the new query, please follow the incident [270507](https://www.syncfusion.com/support/directtrac/incidents/270507) **for further technical updates.**

Regards,

Muthukrishnan K

### Feedback 12917 - Input Name Replace dot with underline

**24/03/2020**

Hi Diego,

Greetings from Syncfusion support.

We have validated your reported problem in DatePicker control. In ASP.NET MVC while using period (.) for control id then it will replace as an underscore (\_). In default we have only added Id property for the control initialization, so we have used same id as name attribute for our DatePicker control. If you want to name attribute with period (.) then we can use **HtmlAttributes** property of DatePicker control, please refer to the below code block.

|  |
| --- |
| @Html.EJ().DatePicker("Anagrafica.DataNascita", new Syncfusion.JavaScript.Models.DatePickerProperties() { HtmlAttributes = new Dictionary<string, object>() { { "name", "Anagrafica.DataNascita" } } }) |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DatePicker-822522918>

Please, check out the output of the attached sample:

|  |
| --- |
|  |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 270390 - ejMenu - Resize bug when I hide an item

**25/03/2020**

Hi Luca,

Greetings from Syncfusion support.

We have validated your reported problem in EJ Menu control with your shared sample. Could you please confirm whether your reported issue was not maintaining the equal space for menu items? Please see the below screen shot.

|  |
| --- |
|  |

If we misunderstood your reported problem, please share the issue reproducing steps, if possible, share the screen recorder video. It will be help us to provide you prompt solution.

Regards,

Muthukrishnan K

**26/03/2020**

Hi Luca,

Thanks for your confirmation.

We have validated your reported problem. Your reported problem arises because of **default-responsive.css** styles were not loaded properly. At the same time, you have added hamburger icon **visibility** as **hidden**. So that it doesn’t shows the option to view the hidden items in menu.

Please refer to the below link Responsive Menu sample.

<https://jsplayground.syncfusion.com/tafdqsva>

On resizing the browser, when its width goes less than **768px**, then **Menu** control’s structure will modify like dropdown menu.

In EJ Menu control, we have provided [isResponsive](https://help.syncfusion.com/api/js/ejmenu#isresponsive-boolean) property with default value as **true**. This property **enables/disables** the responsive support for the Menu control during the window resizing time. To resolve your reported problem kindly set the value for **isResponsive** as **false** on initial rendering. Refer the below code block.

|  |
| --- |
| $("#syncfusionProducts").ejMenu({                isResponsive: false      }); |

Please refer to the below link for the Non-Responsive Menu sample.

<https://jsplayground.syncfusion.com/2u4o4xq3>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**31/03/2020**

Hi Luca,

Thanks for the joining meeting with us.

Please, find the meeting discussion details below.

On the further analysis of your sample, your requirement is you don’t need show the hamburger icon to show the hidden menu items. On the initial rendering when clicking the hide item button, the hide the one menu item from the menu widget and show the hidden menu item as the last item of the menu widget. We have clarified whether you are setting width as static value for menu or auto. As you have mentioned you are not setting the static value for menu control. On finally we are agreed to check the feasibility to achieving your requirement in 2 business days.

Regards,

Muthukrishnan K

**07/04/2020**

Hi Luca,

Thanks for being patience.

We have considered your requirement as feature in EJ Menu control. This feature will be included in the upcoming volume 1 SP release which is expected to rolled out in late April 2020.

We appreciate your patience until then.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/13204/provide-refresh-method-for-ejmenu-control>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 270435 - ejMenu - hide context menu when click outer from that

**25/03/2020**

Hi Luca,

Greetings from Syncfusion support.

We have validated your requirements in EJ Menu control. A context menu is a type of menu in a graphical user interface (GUI) that appears when you perform right click operation. For this operation, you have to disable the [openOnClick](https://help.syncfusion.com/api/js/ejmenu" \l "members:openonclick) property. In this **Menu** control you can use a context menu by specifying the type of menu as **ContextMenu** using [menuType](https://help.syncfusion.com/api/js/ejmenu" \l "members:menutype).

Please refer to the below code block.

|  |
| --- |
| $("#contextMenu").ejMenu({  menuType: ej.MenuType.ContextMenu,  openOnClick: false,  contextMenuTarget: "#target"  }); |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/dvkxr4gx>

Please refer to the below documentation link to know more about context menu.

<https://help.syncfusion.com/js/menu/context-menu>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**26/03/2020**

Hi Luca,

Thanks for the update.

We have checked your use case in Menu control with your shared sample. We have found that you have used jQuery show method to show the menu control on the click event. To achieve your requirement, we need to use EJ menu control [show](https://help.syncfusion.com/api/js/ejmenu#methods:show) method. It will work as you expected, when you click outside of the menu control it will hide the menu. Please refer to the below code block.

|  |
| --- |
| $("#target").on('click', function(){  menuObj = $("#contextMenu").ejMenu("instance");  menuObj.show();  }); |

Please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/2h1uxwxp>

Please let us know if you need any assistance.

Regards,

Muthukrishnan K

**31/03/2020**

Hi Luca,

We have checked your shared live demo application. Unfortunately, your reported issue was not reproducible in our end. We have recorded video for your convenience, when click on the top right corner popup will be open when click the outside of the target it will hide the popup. Please refer to the below link for the video.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Menu_Hide-1263855373>

**Note: when click the top right corner opening popup is not a Menu control that was DropDownList control.**

If we misunderstood your problem, then provide us more details of your problem. It will help us to check and to provide you the prompt solution needed.

Please, let us know if you have any concerns.

Regards,

Muthukrishnan K

**01/04/2020**

Hi Luca,

Thanks for the update.

We have tried to see your reported problem in the shared live demo but unfortunately the site was not loaded in our end. Please see the below scree shot.

|  |
| --- |
|  |

As mentioned as earlier, we have suggested to use menu control show method instead of jQuery show method. Please check whether you have changed your code like this. Refer the below code block.

|  |
| --- |
| $("#target").on('click', function(){  menuObj = $("#contextMenu").ejMenu("instance");  menuObj.show();  }); |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**02/04/2020**

Hi Luca,

Thanks for sharing the information.

We have tried all your mentioned way but still we were unable to look on your reported issue in that mentioned site. If possible, can you please share the issue replicating sample. It will be help us to provide you solution earlier as possible.

Please see the below screen shots.

**[115.248.6.49]**

|  |
| --- |
|  |

**[61.12.45.122]**

|  |
| --- |
|  |

**[150.107.121.2]**

|  |
| --- |
|  |

**[111.93.250.214]**

|  |
| --- |
|  |

Please, let us know if you have any concerns.

Regards,

Muthukrishnan K

**08/04/2020**

Hi Luca,

Thanks for the update.

Still we were unable to look on your reported issue in EJ Menu control with your mentioned site. Can you please share the issue replicating local sample? It will be help us to provide you prompt solution.

If you are not able to replicate your reported issue in sample level. Please let us know your convenient time for scheduling this web meeting session. We will make every effort to find the cause of issue in your application and help you solve the problem, lively.

Please, let us know if you have any concerns.

Regards,

Muthukrishnan K

**10/04/2020**

Hi Luca,

Thanks for the update.

Currently, we were able to see your shared demo site. On the further analysis on your project we have found that when we are click the outside of the menu control the **mousedown** event was not triggered on your site. so that EJ Menu was not hide from the page. Please refer the below screenshot.

|  |
| --- |
|  |

Please ensure it from your end whether you have prevented the mousedown event in your project. If you are preventing mousedown event then context menu will not be hide automatically. But we can achieve this by calling the [**hide()**](https://help.syncfusion.com/api/js/ejmenu#methods:hide) method of the EJ Menu control.

If you are still persisting the issue, please share the issue reproducing local sample. It will help us to provide you prompt solution.

If you are not able to replicate your reported issue in sample level , please let us know your convenient time for scheduling this web meeting session. We will make every effort to find the cause of issue in your application and help you solve the problem, lively.

Regards,

Muthukrishnan K

### 270507 - {send additional data in save handler and remove url} ~ from 270365

**25/03/2020**

Hi Andrew,

Thanks for the update.

We can add additional parameter in Web Forms also. For this requirement we can use ClientSideOnBegin event for UploadBox control to add additional data. Please refer to the below code block.

[**Default.aspx**]

|  |
| --- |
| <ej:UploadBox ID="upload" runat="server" AllowDragAndDrop="true" MultipleFilesSelection="true" AsyncUpload="true" ClientSideOnBegin="onBegin" SaveUrl="saveFile.ashx" RemoveUrl="removeFile.ashx" ClientSideOnRemove="onRemove" ClientSideOnBeforeSend="onRemove"></ej:UploadBox>  <script type="text/javascript">  function onBegin(args) {  args.data = "Custom Data";  }  </script> |

[**SaveFile.ashx.cs**]

|  |
| --- |
| public void ProcessRequest(HttpContext context)  {  string targetFolder = HttpContext.Current.Server.MapPath("uploadfiles");  string dataFromClient = context.Request.Form["upload\_data"]; |

We can get the data which is we have passed from client side.

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/UploadBox_AddionalParam-686726261>

Currently, we have not provided any event for before removing the files from UploadBox control, we have logged this is feature from our end, this feature will be included in upcoming volume 1 SP release. Which is expected to be rolled out by end of April.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/12958/provide-event-for-before-file-removing-in-uploadbox>

We appreciate your patience until then.

Regards,

Muthukrishnan K

**26/03/2020**

Hi Andrew,

Thanks for the update.

We have validated your reported problem with your shared information. We have found that in your shared code you have set id for UploadBox controls as **UploadBox.** Since, you have not used **ClientIDMode** as **static**. When we want to get the additional data in code behind, we need to use the exact id of the UploadBox control. To resolve your current problem, you need to use in code behind like below.

We need use UploadBox control id with data for example. **(Uploadbox control ID)\_data**

If you are not using **ClientIDMode** as **static**, then use like below.

|  |
| --- |
| string path = context.Request.Form["MyContent\_UploadBox\_data"]; |

If you are using ClientIDMode as static, then use like below.

|  |
| --- |
| string path = context.Request.Form["UploadBox\_data"]; |

Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 270406 - Migrate from Asp.Net (Classic) 16.1.0.24 to ???

**25/03/2020**

Hi Cristian,

Greetings from Syncfusion support.

Syncfusion has stopped providing some platforms. Please refer to the below link to know about Syncfusion version for each platform from which we have stopped.

<https://help.syncfusion.com/common/essential-studio/essential-studio-retired-products>

Currently we have released Essential studio version (18.1.0.36). In Syncfusion we have EJ1 (jQuery) and EJ2 (pure JavaScript) controls. Please check the below links to know more about Syncfusion controls.

Live demo of EJ2 controls.

|  |  |
| --- | --- |
| **Platforms** | **Demo link** |
| JavaScript | <https://ej2.syncfusion.com/home/index.html#platform> |
| JavaScript (ES5) | <https://ej2.syncfusion.com/home/javascript.html#platform> |
| Angular | <https://ej2.syncfusion.com/home/angular.html#platform> |
| React | <https://ej2.syncfusion.com/home/react.html#platform> |
| Vue | <https://ej2.syncfusion.com/home/vue.html#platform> |
| ASP.NET Core | <https://ej2.syncfusion.com/home/aspnetcore.html#platform> |
| ASP.NET MVC | <https://ej2.syncfusion.com/home/aspnetmvc.html#platform> |

Live demo of EJ1 controls.

|  |  |
| --- | --- |
| **Platforms** | **Demo link** |
| jQuery | <https://js.syncfusion.com/demos/jquery/> |
| ASP.NET Web Forms | <https://asp.syncfusion.com/demos/web/> |

Please refer to the below link for documentation of Syncfusion controls.

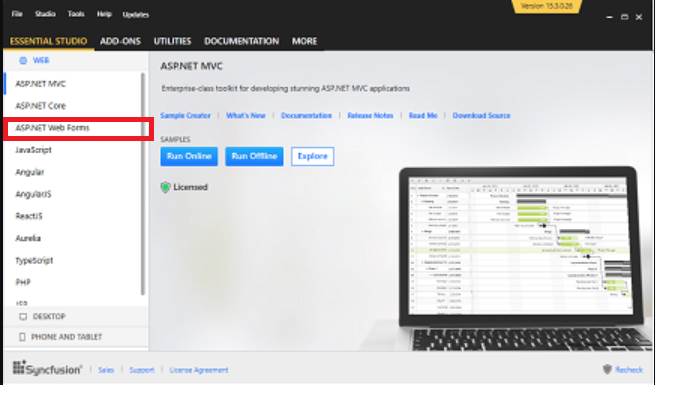
<https://help.syncfusion.com/>

Please check the above references, let us know which platform you want to upgrade your current project ASP.NET Web Forms (Classic). It will be help us provide you prompt solution.

If you want to upgrade your project from ASP.NET Web Forms (Classic) to latest ASP.NET Web forms, then please refer to the below link.

<https://www.syncfusion.com/kb/2504/how-to-migrate-from-asp-net-classic-to-asp-net>

After installing EJ1 build you will see the ASP.NET Web Forms platform in the control panel. Please refer the below screen shot.



Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**08/04/2020**

Hi Cristian,

Thanks for the update.

We’ll wait to hear from you.

Regards,

Muthukrishnan K

### 270260 - Uncaught setModel - Invalid input for property :actionButtons - Expected type - array

**25/03/2020**

Hi Matteo,

Greetings from Syncfusion support.

We have looked into your attached video sample and we have tried to replicate the reported problem. Unfortunately, we are unable to assume the exact cause of the issue in your application. But, the reported script error will throw only when setting value with any data type except string array (<https://help.syncfusion.com/api/js/ejdialog#members:actionbuttons> ) to actionButtons.

We have ensured this case both on initial definition and while dynamically updating that property.

Please, find the sample with action Buttons property below.

Sample: <https://jsplayground.syncfusion.com/b5djiylb>

So, we request you to update us with Dialog definition code in which you face this issue or share us a sample by replicating your problem.

This information would help us to provide you the prompt solution needed.

Regards,

Muthukrishnan K

### 269634 - Can you use RTE in separate project(API or Web) and reference that project in main project

**25/03/2020**

Hi Sakirmohmed,

Thanks for your patience.

We have validated your requirement. We don’t have any option to use Syncfusion components as separate widgets to access from API. Also, we have analyzed regarding this requirement, but we are facing difficulties on finding the solution to achieve your expected requirement. So, we would like to schedule a web meeting with you to discuss about the issues which your facing in your application and about your current expected requirement.

So, please let us know your convenient time schedule this web meeting session. We will make every effort to schedule this meeting based on your preference and we will help to resolve the problems which you are facing in your application, lively.

Please, let us know you have any concerns.

Regards,

Muthukrishnan K

### 152544 - Installing only subset of syncfusion ASP.NET Web Forms controls?

**25/03/2020**

Hi Dynamic,

Greetings from Syncfusion support.

We have validated your requirement. We would like to let you know that, the following listed assemblies will be installed in your application, when installing **Syncfusion.AspNet** NuGet package.

|  |
| --- |
|  |

We have found that you have previously raised one EJ [Grid](https://www.syncfusion.com/forums/149668/binding-to-data-choosing-columns-and-only-rendering-unique-rows) and another on in [DocIO](https://www.syncfusion.com/support/directtrac/incidents/248463) in ASP.NET Webforms.

For using full functionalities of Grid and DocIO, the following assemblies are dependent for it.

* Syncfusion.EJ.Export.
* Syncfusion.Compression.Base.
* Syncfusion.XlsIO.Base.
* Syncfusion.DocIo.Base.
* Syncfusion.Pdf.Base.
* Syncfusion.EJ
* Syncfusion.OfficeChart.Base.
* Syncfusion.EJ.Web.
* Syncfusion.Licensing.
* Syncfusion.Linq.Base.

Please, refer the following links for more details.

DocIO dependencies - <https://help.syncfusion.com/file-formats/docio/assemblies-required>

Grid dependencies - <https://help.syncfusion.com/aspnet/grid/exporting#server-dependencies>

So, we have no option to provide assemblies for individual components as it is not generic. Though, if needed you can delete EJ scripts and Styles generated inside the Scripts and Content folders to reduce the application size and then you can refer the Syncfusion CDN links in your application.

Refer the following link to know about EJ CDN support.

<https://help.syncfusion.com/js/cdn>

Please, let us know if you need any further assistance.

Regards,

Muthukrishnan K

**26/03/2020**

Hi Dynamic,

Thanks for the update.

We’ll wait to hear from you.

Regards,

Muthukrishnan K

### 152718 - Uploadbox - Unable to get property 'dropAreatext of undefined or null reference

**26/03/2020**

Hi Roy,

Thanks for contacting Syncfusion support.

Your reported problem arises when we have not added DropAreaText for UploadBox control. If you haven’t added any locale for UploadBox control then it takes your system culture as locale value and it’s a default behavior of the component, if you don’t want to use the localization text for UploadBox based on the system culture then you can set locale as **en-US** culture while defining the control properties. By doing so, UploadBox will always render based (en-US) culture. Refer the below code block.

|  |
| --- |
| <ej:UploadBox ID="UploadACESFile" runat="server"  Locale="en-US" AllowDragAndDrop="true" SaveUrl="/SaveFile.ashx" DropAreaText="Drop zip files to upload or click"></ej:UploadBox> |

Please refer to the below forum the similar problem is discussed.

<https://www.syncfusion.com/forums/142010/drag-drop-not-working-cannot-read-property-dropareatext-of-undefined>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**30/03/2020**

Hi Roy,

We are glad to know that your reported problem solved in UploadBox control.

Your machine is initially configured with default culture as **en-CA**. So, the reported issue could have occured when you to render UploadBox (its default culture is **en-US**) in application. After then, you have added system culture as **en-US**, which matches the default culture of UploadBox, so it could have resolved your reported issue.

In our initial update, we have suspected that you have used UploadBox control in your machine without specifying the locale property and corresponding text for DropAreaText property. So that we have suggested to use the locale and DropAreaText in your sample.

We would like to let you know that the UploadBox control renders based on the hosted machine culture. For example, your system culture or locale property of UploadBox was **en-US,**but you are opening the hosted link in another client machine with culture **en-CA,**then it will not affect the UploadBox functionality and **en-US** will remain as locale for UploadBox control.

If you are machine is configured with any culture other than **en-US**, please add its corresponding locale text value through script section as like below.

|  |
| --- |
| <script type="text/javascript">          ej.Uploadbox.Locale["en-CA"] = {              buttonText: {                  upload: "Upload",                  browse: "Browse",                  cancel: "Cancel",                  close: "Close"              },              dialogText: {                  title: "Upload Box",                  name: "Name",                 size: "Size",                  status: "Status"              },              dropAreaText: "Drop files or click to upload",              filedetail: "The selected file size is too large. Please select a file within the valid size.",              denyError: "Files with #Extension extensions are not allowed.",              allowError: "Only files with #Extension extensions are allowed.",              cancelToolTip: "Cancel",              removeToolTip: "Remove",              retryToolTip: "Retry",              completedToolTip: "Completed",              failedToolTip: "Failed",              closeToolTip: "Close"          };      </script> |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 270590 - Datepicker shows different date from database

**26/03/2020**

Hi Yukiko,

Greetings from Syncfusion support.

We have checked with your query and suspect that the issue may be caused due to time zone difference between the server (where the form date is obtained) and the client machine. If this is your case, then we request you to update to Essential Studio version 16.1.32 or later where you can overcome this to restrict the date value conversion based on the client time zone by using the time zone API available for the DatePicker component.

Please refer to the below release notes link for further details.

<https://help.syncfusion.com/js/release-notes/v16.1.0.32?type=all#ejdatepicker>

If you want to show the same date which is stored on the database, you can set TimeZone property as false to achieve your requirement. Refer the below code block.

**DatePicker:**

|  |
| --- |
| <ej:DatePicker ID="datePicker" Value='<%#Bind("BirthDate")%>' TimeZone="false" runat="server"></ej:DatePicker> |

Please refer to the below forum links

<https://www.syncfusion.com/forums/138532/why-is-there-a-difference-on-date-shown-at-datepicker-component>

<https://www.syncfusion.com/forums/141617/how-to-set-to-false-the-time-zone>

Please let us know if any concerns.

Regards,

Muthukrishnan K

**26/03/2020**

Hi Yukiko,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 270550 - Accordion setup

**26/03/2020**

Hi J,

Greetings from Syncfusion support.

***Query 1: How do I add a control (e.g. ASP:Button) in Accordion Pane in design mode (not Source mode)***

In design mode we can change the primitive data types property only. So, we cannot add the ASP Button in design mode.

***Query 2: If I add a button inside Accordion Pane how do I get at the button's click event instead of Accordion click event.***

There are two ways to wire up this button event. The first would be in code behind by modifying your signature to add the Handles keyword:

**[Default.aspx.vb]**

|  |
| --- |
| Protected Sub Button1\_Click(ByVal sender As Object, ByVal e As System.EventArgs) Handles Button1.Click      End Sub |

The second would be in the html side by defining the onClick event to be assigned to the function itself.

**[Default.aspx]**

|  |
| --- |
| <asp:Button ID="Button2"  Text="add" runat="server" OnClick="AddButtonClick"/> |

**[Default.aspx.vb]**

|  |
| --- |
| Protected Sub AddButtonClick(sender As Object, e As System.EventArgs)      End Sub |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Accordion-1308724449>

Please let us know, whether the provided solution is helpful.

Regards,

Muthukrishnan K

**26/03/2020**

Hi J,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 270805 - RichTextBox not visible

**28/03/2020**

Hi Sabari,

Greetings from Syncfusion support.

We have validated your reported problem in RichTextEditor control. we have found that you have not added required styles and script files to render the RTE control in your project. To resolve your reported problem, you need to refer the required files in aspx page or master page of the project. please refer the below code block.

[**NewDisucussion.aspx**]

|  |
| --- |
| <%@ Page Language="vb" AutoEventWireup="false" CodeBehind="NewDiscussion.aspx.vb" Inherits="RichTextBox.NewDiscussion" %>  <%@ Register assembly="Syncfusion.EJ.Web, Version=15.3400.0.26, Culture=neutral, PublicKeyToken=3d67ed1f87d44c89" namespace="Syncfusion.JavaScript.Web" tagprefix="ej" %>  <%@ Register assembly="Syncfusion.EJ, Version=15.3400.0.26, Culture=neutral, PublicKeyToken=3d67ed1f87d44c89" namespace="Syncfusion.JavaScript.Web" tagprefix="ej" %>  <!DOCTYPE html>  <html xmlns="http://www.w3.org/1999/xhtml">  <head runat="server">  <title></title>  <link href="http://cdn.syncfusion.com/18.1.0.36/js/web/flat-azure/ej.web.all.min.css" rel="stylesheet" />  <script src="http://cdn.syncfusion.com/js/assets/external/jquery-3.3.1.min.js"></script>  <script src="http://cdn.syncfusion.com/js/assets/external/jquery.easing.1.3.min.js"></script>  <script src="http://cdn.syncfusion.com/js/assets/external/jquery.globalize.min.js"></script>  <script src="http://cdn.syncfusion.com/js/assets/external/jsrender.min.js"></script>  <script src="http://cdn.syncfusion.com/18.1.0.36/js/web/ej.web.all.min.js"></script>  <script src="http://cdn.syncfusion.com/18.1.0.36/js/common/ej.webform.min.js"></script>  </head>  <body>  <form id="form1" runat="server">  <div>  <ej:RTE ID="rteRTL" runat="server" EnableRTL="true" Width="100%" MinWidth="200px">  <RTEContent>  The Rich Text Editor (RTE) control is an easy to render in  client side.  </RTEContent>  </ej:RTE>  </div>  </form>  </body>  </html> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RichTextBox-543934490>

Please refer to the below getting started document for ASP.NET Web Forms.

<https://help.syncfusion.com/aspnet/getting-started/manual-integration-of-syncfusion-aspnet-controls>

Refer to the below link for getting started document for RTE control.

<https://help.syncfusion.com/aspnet/richtexteditor/getting-started>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**31/03/2020**

Hi Sabari,

Thanks for the update.

We have checked your reported issue in the shared sample, the RTE controls renders fine in our end. Can you please check whether the Syncfusion NuGet (**Syncfusion.AspNet**) packages were restored properly in your sample?

Please refer the below image.

|  |
| --- |
|  |

Output of the shared sample.

|  |
| --- |
|  |

If issue still persists, please share some additional details to look on to your issue.

* + - 1. Please share the .NET Framework version of yours.
      2. Please share the Syncfusion product version.
      3. Are you using ASP .NET in C# or VB?
      4. If possible, share the issue replicating sample.
      5. If possible, share the screen recorder of the issue.

Regards,

Muthukrishnan K

### 263527 - Autocomplete does NOT work in HTML Table

**06/02/2020**

Hi Jeffrey,

Good day to you,

We have checked the reported issue in MVC sample with **17.4.0.44** version using your code. Autocomplete behavior is same within the table element too. We have attached a sample and video for your reference in the following links

**Video**: <https://www.syncfusion.com/downloads/support/directtrac/263527/ze/Autocomplete-1667458362>

**Sample**: <https://www.syncfusion.com/downloads/support/directtrac/263527/ze/SyncfusionAutoComplete-143232177>

Please check the above sample and if issue persists, kindly modify the above sample to replicate the issue else share us a video on the issue to proceed further.

Regards,

Shameer Ali Baig S.

**10/02/2020**

Hi Jeffrey,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

**30/03/2020**

Hi Jeffrey,

Thanks for the update.

We are glad to know that your reported problem solved. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 270744 - custom pdf piewer

Hi Team,

We have checked the customer reported problem in ComboBox and DatePicker control with his shared sample. We have found that, customer doesn’t create the new ComboBox and DatePicker control using button click. They are clone the existing controls and added in the sample. If we clone the Syncfusion control and use it on the page it acts like a normal DOM element, this is not going to act as Syncfusion control. To achieving this requirement, we need to convert this dynamically created input element into Syncfusion control. please refer to the below code block.

[**PdfViewerFeatures.cshtml**]

|  |
| --- |
| <tr class="custom"></tr>  <tr>  <td colspan="4" class="text-right"><button type="button" id="addPart" class="btn btn-primary btn-sm"><i class="fa fa-plus-circle"></i> more description</button> </td>  </tr>  <script>  var sportsData = [  { id: 'level1', game: 'American Football' }, { id: 'level2', game: 'Badminton' },  { id: 'level3', game: 'Basketball' }, { id: 'level4', game: 'Cricket' },  { id: 'level5', game: 'Football' }, { id: 'level6', game: 'Golf' },  { id: 'level7', game: 'Hockey' }, { id: 'level8', game: 'Rugby' },  { id: 'level9', game: 'Snooker' }, { id: 'level10', game: 'Tennis' }  ];  var i = 2;  $("#addPart").click(function (e) {  // create input element  ele = document.createElement('input');  // adding id attribute  ele.setAttribute("id", "Combo" + i);  cus = document.querySelector(".custom");  // append to already created div element  cus.appendChild(ele)  // render input as combobox  $("#Combo" + i).ejComboBox({  dataSource: sportsData,  fields: { text: 'game', value: 'id' },  width: "100%",  cssClass: 'combo'  });    // create input element  ele = document.createElement('input');  // adding id attribute  ele.setAttribute("id", "Datepick" + i);  cus = document.querySelector(".custom");  // append to already created div element  cus.appendChild(ele)  // render input as combobox  $("#Datepick" + i).ejDatePicker({ });  i++;  });  </script> |

We have prepared sample, which can be downloaded from the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Combo_Datepicker891333773>

Regards,

Muthukrishnan K

### 270869 - Dropdownlist selected value vanish

**30/03/2020**

Hi César,

Greetings from Syncfusion support.

Unfortunately, we were unable to reproduce your reported problem in DropDownList control. we have prepared sample to meet your requirement, in this sample we have updated DropDownList value using button click event. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/EJDropDownList-437696280>

If issue still persists on your side, please replicate your reported problem in the above attached sample. It will be help us to provide you prompt solution.

Regards,

Muthukrishnan K

**01/04/2020**

Hi César,

Thanks for the update.

We have validated your reported problem with DropDownList control inside the Dialog control. we have selected item using button click event the item was selected fine in DropDownList control. We have recorded video for your reference, please refer to the below link for the video.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Dropdownlist_value-hide-dialog-988310498>

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/EJDropDownList143698324>

If issue still persists on your side, please replicate your reported problem in the above attached sample. It will be help us to provide you prompt solution.

Regards,

Muthukrishnan K

**01/04/2020**

Hi César,

Thanks for the update.

Unfortunately, we were unable to reproduce your reported problem in EJ DropDownList based on your provided information. We would like to schedule a web meeting session with you. Please let us know your convenient time for scheduling this web meeting session. We will make every effort to find the cause of issue in your application and help you solve the problem, lively.

Please, let us know if you have any concerns.

Regards,

Muthukrishnan K

**06/04/2020**

Hi César,

Thanks for the joining meeting with us.

Please find the discussed items in the meeting below.

On the further analysis of your project. We found that, when we select the items in DropDownList control then it will vanish from the control. we have checked your code and found that you have used **ClientSideOnSelect** event for select the items in DropDownList control, because of this event. You have selecting a same item in the **ClientSideOnSelect** event’s method, which again triggers the same event calls its same binded event. So, these process goes in infinite loop. This is the cause of your reported problem. Finally, you have satisfied with provided details which help to solve your problem.

Regards,

Muthukrishnan K

**14/4/2020**

Hi César,

Thanks for the update.

We’ll wait to hear from you.

Regards,

Muthukrishnan K

### 270757 - Signature - Server-side Functionalities

**30/03/2020**

Hi Xuepeng,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

### 254607 - Accessibility is not working as expected in EJ1 - from 253076

**31/03/2020**

Hi Team,

Volume 1 release on April 3rd so I reset the promised date.

Regards,

Muthukrishnan K

### 152750 - Select and expand all parent nodes based on the value assigned as "Id" when using DataBinding

**31/03/2020**

Hi Jaco,

Sorry for the inconvenience.

Currently we are having issue with in **SelectedNodes** property in TreeView control. The fix for this issue will be included in the upcoming volume release which is will be rolled out first week of April 2020.

Once, the fix is included we will provide the solution to meet your requirement. Please be patience until then.

Regards,

Muthukrishnan K

### 270975 - Feedback : How can I get a selected Node as TValue Object (TreeItem) on Selection?

**31/03/2020**

Hi Steven,

Greetings from Syncfusion support.

Currently we are having issue with in **SelectedNodes** property in TreeView control. The fix for this issue will be included in the upcoming volume release which is will be rolled out first week of April 2020.

Once, the fix is included we will provide the solution to meet your requirement. Please be patience until then.

Regards,

Muthukrishnan K

### 271114 - Tree view add new node

**31/03/2020**

Hi Olga,

Greetings from Syncfusion support.

We have validated your reported problem in TreeView component. You reported issue arises because of you have used remote data for TreeView component. Push and Pop is a function in the Array type data. Since, you have used remote data so that you don’t need use this way to save data in the data source. To resolve your reported you need to remove this line from your sample.

Refer the below code block.

|  |
| --- |
| if (args.item.text === "Add New Item") {  var nodeId = "tree\_" + this.index;  var item = { id: nodeId, name: "New Folder" };  treevalidate.addNodes([item], targetNodeId, null);  this.index++;  *// treevalidate.fields.dataSource.push(item);*  treevalidate.beginEdit(nodeId);  } else if (args.item.text === "Remove Item") { |

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 271149 - How to set the AutoComplete item

**01/04/2020**

Hi Jeffery,

Greetings from Syncfusion support.

Yes, you can set a value into autocomplete at initial rendering using **Value** property. It is used to select a single value from the autocomplete widget at initial rendering state.

Refer to the below code block.

|  |
| --- |
| @Html.EJ().Autocomplete("autocomplete").Datasource((IEnumerable<Capfed.AutoApprovals.Types.TrackerProjectMin>)ViewBag.dataSourceTrackerProjects).Width("200px").Height("24px").AutocompleteFields(field => field.Key("projectCode").Text("projectCode")).Value(“some value”) |

Please refer to the below documentation link to know more about item selection on initial rendering.

<https://help.syncfusion.com/aspnetmvc/autocomplete/how-to?cs-save-lang=1&cs-lang=razor#how-to-set-autocomplete-default-value>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**02/04/2020**

Hi Jeffery,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any assistance.

Regards,

Muthukrishnan K

### 271316 - Styling The Control

**01/04/2020**

Hi Rich,

Greetings from Syncfusion support.

We have validated your requirement in ComboBox control. To achieve your requirement, we have override the default method in sample level with ComboBox control. please refer to the below code block.

[**Index.cshtml**]

|  |
| --- |
| <div class="container">  @Html.EJ().ComboBox("select").Width("300px").Datasource((IEnumerable<CarsList>)ViewBag.datasource).ComboBoxFields(f => f.Text("text")).Placeholder("Select")  </div>  <script type="text/javascript">  ej.ComboBox.prototype.createInput = function (args) {  var inputObject = { container: null, buttons: [], clearButton: null };  inputObject.container = ej.buildTag("span.e-input-group e-widget")[0];  var button = ej.buildTag('span' + "." + args.buttons[0])[0];  inputObject.container.appendChild(button);  args.element.parentNode.insertBefore(inputObject.container, args.element);  inputObject.container.appendChild($(args.element).addClass('e-input')[0]);  if (args.properties.showClearButton)  inputObject.clearButton = this.createClearButton(args.element, inputObject.container);  if (ej.browserInfo()["name"] === "msie" && parseInt(ej.browserInfo()["version"]) <= 10) {  if (parseInt(ej.browserInfo()["version"]) == 9)  $(button).addClass("e-comboie9");  else if (parseInt(ej.browserInfo()["version"]) == 8)  $(button).addClass("e-comboie8");  $(button).addClass("e-comboie");  }  inputObject.buttons.push(button);  if (inputObject.container.className.indexOf("e-input-group") == -1)  $(inputObject.container).addClass('e-input-group');  (args.properties.readonly) ? $(this.inputElement).attr({ readonly: '' }) : this.inputElement.removeAttribute('readonly');  return inputObject;  };  </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ComboBox767563353>

<https://jsplayground.syncfusion.com/dslzikpa>

We are facing issue in file upload, we will update the MVC sample project on tomorrow.

Please, check out the output of the attached sample:

|  |
| --- |
|  |

Please refer to the getting started document for ComboBox control.

<https://help.syncfusion.com/aspnetmvc/combobox/getting-started>

Please refer to the below link for API documentation of ComboBox control.

<https://help.syncfusion.com/api/js/ejcombobox#members>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**02/04/2020**

Hi Rich,

We have prepared MVC sample with ComboBox control for your convenience, which can be downloaded from the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/ComboBox767563353>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

**02/04/2020**

Hi Rich,

Thanks for the update.

We are glad to know that given solution works. Please let us know if you need any assistance.

Thanks for your concern.

Regards,

Muthukrishnan K

### 271382 - ejRte - Imagebrowser

**02/04/2020**

Hi Florian,

Greetings from Syncfusion support.

We have validated and confirmed your reported problem as bug in EJ RTE control. We will fix this issue and include it in April’s third week NuGet release which is expected to be roll out on 21st April 2020.

You can track the status of this issue through the below portal link.

<https://www.syncfusion.com/feedback/13129/waitingpopup-animation-does-not-go-away>

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 271405 - Problem to upload signature image to server

Hi Pablo,

Greetings from Syncfusion support.

We have already provided a sample similar to your requirements in the following forum. In this forum we have provided ASP.NET Web Forms sample to save the Signature control image in the server side. Please refer to the below forum the similar problem is discussed.

<https://www.syncfusion.com/forums/142308/saving-signature>

Please let us know, if you need any assistance.

Regards,

Muthukrishnan K

### 270639 - showContextMenu's parameters ?

**03/04/2020**

Hi Dewanand,

Thanks for the update.

We have validated your reported problem in EJ Menu control, we suspect that you haven’t added **contextMenuTarget** property with the target. If we don’t set the target to open the EJ context menu then default browser context menu will be open. Please refer to the below code block.

|  |
| --- |
| jQuery(function ($) {  $("#contextMenu").ejMenu({  menuType: ej.MenuType.ContextMenu,  openOnClick: false,  contextMenuTarget: "#target"  });  }); |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/hxguifkv>

Please refer the below link for API documentation of EJ Menu control.

<https://help.syncfusion.com/api/js/ejmenu#members:contextmenutarget>

If we misunderstood your reported problem, then please share some additional details to look on your reported issue. It will be help us to provide you prompt solution.

1. Menu control rendering code block.
2. Share the issue reproducing steps.
3. If possible, share the issue replicating sample.
4. If possible, share the screen recorder video with your reported issue.

Regards,

Muthukrishnan K

### 254607 - Accessibility is not working as expected in EJ1 - from 253076

**03/04/2020**

Hi Sir,

Please find the current status on accessibility support in EJ1 components below.

|  |  |  |
| --- | --- | --- |
| **S.No** | **Control** | **Details** |
| 1. | Tools (45 Components) | We have provided accessibility support for some of our EJ1 components. Please find the release notes for the list of components in which Accessibility issues has been fixed.  <https://help.syncfusion.com/js/release-notes/v18.1.0.42?type=all#ejgroupbutton>  Still few tools components are in pending state. We will fix the remaining components Accessibility issues and include **in Volume 2 release.** |
| 2. | Schedule and Kanban | We have logged task regarding Accessibility testing “**Accessibility Testing for Schedule and Kanban control**”.  <https://syncfusion.atlassian.net/browse/JS-63039>    Once tested we will log the bug task (if any issue exists) and the fixes will be included in the Volume 1 SP1, 2020 release. |

Regards,

Muthukrishnan K

### 271527 - custom icons

**03/04/2020**

Hi Vinod,

Greetings from Syncfusion support.

Yes, we can add the custom icon for EJ Menu control. Please refer to the below link for the live demo of EJ Menu control with custom icons.

<https://js.syncfusion.com/demos/jquery/#!/bootstrap/menu/databinding-localdata>

Please refer to the below documentation link to know more about menu customization.

<https://help.syncfusion.com/js/menu/icons-and-navigation#icons>

Please refer to the below link for API documentation of EJ Menu control.

<https://help.syncfusion.com/api/js/ejmenu>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 271566 - Create folder problem

**03/04/2020**

Hi Florian,

Greetings from Syncfusion support.

We have validated your reported problem in EJ FileExplorer control. unfortunately, we were unable to reproduce your reported problem. We have prepared a FileExplorer sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/FileExplorerCreateFolder995904410>

If you are persisting the issue, then please share some additional details. It will be help us to provide you prompt solution.

1. FileExplorer rendering code block.
2. Share the steps to reproduce the reported issue.
3. If possible, please replicate your reported problem in the attached sample.
4. If possible, please share screen recorded video.

Regards,

Muthukrishnan K

### 271573 - Localization doesn´t work

**03/04/2020**

Hi Florian,

Greetings from Syncfusion support.

We have validated your reported problem in EJ FileExplorer control. For achieving your requirement, we need change the file explorer grid view header based on the culture in the sample level. Please refer to the below link for the live demo of localization in FileExplorer control.

<https://mvc.syncfusion.com/demos/web/fileexplorer/localization>

Please refer to the below documentation link to know more about localization in EJ FileExplorer control.

<https://help.syncfusion.com/aspnetmvc/fileexplorer/localization>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 271567 - js1 Theme Studio - download problem

**03/04/2020**

Hi Florian,

Greetings from Syncfusion support.

We have validated your reported problem in Theme Studio. Unfortunately, we were unable to reproduce your reported problem in theme studio. Please refer to the below documentation link to know about how to use theme studio.

<https://help.syncfusion.com/js/theme-studio>

If you are persisting the issue, please share some additional details. It will be help us to provide you prompt solution.

1. Please share the issue replicating steps.
2. If possible, share the screen recorder video.

Regards,

Muthukrishnan K

**06/04/2020**

Hi Florian,

Thanks for the sharing the requested details.

We were able to reproduce your reported problem and we have confirmed this issue as a bug in Theme Studio. Fix for this issue will be included in the Volume 1 SP release which is expected to be rolled out in late April 2020.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/13180/getting-console-error-when-downloading-the-theme>

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 153049 - How do I hide the navigation pane on the file explorer?

**06/04/2020**

Hi Christopher,

Thanks for contacting Syncfusion support.

We have validated your reported problem in EJ FileExplorer control. We were unable to reproduce your reported problem when setting the **ShowNavigationPane** as **false** then it will be hide from the page. Please check the below attached sample.

Sample link: <https://www.syncfusion.com/downloads/support/directtrac/general/ze/FileExp-951033979>

Please check out the output of the attached sample.

|  |
| --- |
|  |

If you are still persisting the issue, please share some additional details it will help us to provide you prompt solution.

1. FileExplorer rendering code block.
2. Share the Syncfusion product version you have used.
3. Share the issue reproducing the steps.
4. If possible, please replicate your problem in the above attached sample.
5. If possible, share the screen recorder video.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**07/04/2020**

Hi Christopher,

Thanks for the update.

We have validated your reported problem in mobile device. But we were unable to reproduce your reported issue, as File Explorer works properly. The navigation pane of File Explorer is hidden when we set the **false** for **ShowNavigationPane** property. Please see the below screen shot which is we have tested in mobile device.

|  |
| --- |
|  |

As we requested in our previous update, can you please share some additional details to look on your issue.

* If possible, share us an issue replicating simple sample of File Explorer.
* Video footage of your reported issue.

This information will help us to provide you prompt solution.

Regards,

Muthukrishnan K

**10/04/2020**

Hi Christopher,

Thanks for the update.

Your reported issue was resolved in the version of 17.3.0.9. can you please check your FileExplorer sample after clearing the browser cache? And also confirm whether you have referred more than one **ej.web.all.min.js** scripts in your project.

If you are still persisting the issue, then we are ready to assist and fulfill your requirement in lively. So please let us know your convenient time for a web meeting. We will make every effort to have this meeting scheduled on a date and time of your convenience.

Regards,

Muthukrishnan K

### 271841 - Rich Text Editor Display

**06/04/2020**

Hi Kelly,

Greetings from Syncfusion support.

We have validated your reported problem in RTE control. We were unable to reproduce your reported problem, the style was updated properly for those lines. Please refer to the below link for the sample, in this sample we have checked with initial time content also in code behind.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/RTE_Text-211553221>

Please check out the output of the attached sample.

|  |
| --- |
|  |

We have checked with latest version (**18.1.0.42**). If issue still persisting on your sample, please share some additional details. It will be help us to provide you prompt solution.

1. RTE rendering code block.
2. Please share your product version.
3. Share the issue reproducing steps.
4. If possible, share the issue replicating sample.
5. If possible, share the screen recorder video.

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 271445 - Drag And Drop with more then 2 treeview

**06/04/2020**

Hi Ajay,

Greetings from Syncfusion support.

We have validated your requirements in TreeView control. we can get the target TreeView control id by using [closest](https://api.jquery.com/closest/) method of jQuery. Please refer to the below code block.

|  |
| --- |
| <ej:TreeView  ID="treeViewDrag"  runat="server"  DataTextField="Text"  DataIdField="Id"  DataParentIdField="Parent"  DataExpandedField="Expanded"  AllowDragAndDrop="true"  ClientSideOnNodeDropped="Dropped">  </ej:TreeView>  <script type="text/javascript">  function Dropped(args) {  var droppedTreeID = args.droppedElement.closest(".e-treeview")[0].id;  }    </script> |

Please refer to the below documentation link to know more about drag and drop between trees.

<https://help.syncfusion.com/aspnet/treeview/drag-and-drop#drag-and-drop-between-trees>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**07/04/2020**

Hi Dewanand,

Thanks for the update.

We have validated your problem with our last provided solution. But as mentioned in previous update we can get the target element (TreeView) control id using the closest method of jQuery. We have attached a screen recorded video for your convenience. In this video we can see that when we drop the tree node into another TreeView then we can see the target TreeView control id.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Treeview_Node_Drag213042659>

We have also prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/TreeView_DragAndDrop-1819025388>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 271816 - New Controls to Match Other Frameworks

**06/04/2020**

Hi Greg,

We will update the details shortly.

Regards,

Muthukrishnan K

**06/04/2020**

Hi Greg,

Greeting from Syncfusion support.

Currently, we have implemented new controls in major platforms only. Please see the below details of Demo and documentation of our controls.

|  |  |  |
| --- | --- | --- |
| **Platform** | **Demo** | **Documentation** |
| JavaScript | <https://ej2.syncfusion.com/home/index.html#platform> | <https://ej2.syncfusion.com/documentation/introduction/> |
| JavaScript (ES5) | <https://ej2.syncfusion.com/home/javascript.html#platform> | <https://ej2.syncfusion.com/javascript/documentation/introduction> |
| Angular | <https://ej2.syncfusion.com/home/angular.html#platform> | <https://ej2.syncfusion.com/angular/documentation/introduction/> |
| React | <https://ej2.syncfusion.com/home/react.html#platform> | <https://ej2.syncfusion.com/react/documentation/introduction/> |
| Vue | <https://ej2.syncfusion.com/home/vue.html#platform> | <https://ej2.syncfusion.com/vue/documentation/introduction/> |
| ASP.NET Core | <https://ej2.syncfusion.com/home/aspnetcore.html#platform> | <https://ej2.syncfusion.com/aspnetcore/documentation/introduction/> |
| ASP.NET MVC | <https://ej2.syncfusion.com/home/aspnetmvc.html#platform> | <https://ej2.syncfusion.com/aspnetmvc/documentation/introduction/> |
| Blazor | <https://blazor.syncfusion.com/> | <https://blazor.syncfusion.com/documentation/introduction/> |

You can use this controls in ASP.NET Web Forms with help of JavaScript. Please refer to the below documentation link.

<https://ej2.syncfusion.com/javascript/documentation/getting-started/webforms/>

Please let us know, if you need any assistance

Regards,

Muthukrishnan K

**07/04/2020**

Hi Greg,

Thanks for the update.

We have validated your requirements and we have prepared EJ2 Sidebar control sample in ASP.NET Web Forms. In this sample we have added EJ2 Sidebar control in the master page of the project. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Sidebar-635353156>

We have EJ1 (jQuery based) and EJ2 (JavaScript based) controls. We suspect that you have seen **JavaScript ES5** in documentation.

Please refer to the below link for getting started documentation of EJ2 Sidebar.

<https://ej2.syncfusion.com/javascript/documentation/sidebar/getting-started/>

Please refer to the below link for API documentation of EJ2 Sidebar.

<https://ej2.syncfusion.com/javascript/documentation/api/sidebar/>

Please check the output of the attached sample.

|  |
| --- |
|  |

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 271629 - How to pass parameter to click method

**06/04/2020**

Hi Mehmet,

We will update the details shortly.

Regards,

Muthukrishnan K

**06/04/2020**

Hi Mehmet,

Greetings from Syncfusion support.

We have validated your requirements on EJ Button control. Since, we haven’t provided support for adding additional parameters in the click event of Button. The EJ Button is server-side control, and currently, it’s not possible to add the additional parameters at run time.

Can you please share some additional details about your use case with EJ Button control? It will be help us to provide you any other solution to your requirement.

Please find the below API documentation of Button control.

<https://help.syncfusion.com/api/js/ejbutton>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 271935 - Feedback : Feedback Page.

Dear customer,

Greeting from Syncfusion support.

You can render Syncfusion EJ RTE control in your ASP.NET Web Forms project. please refer to the below documentation link to know more about RTE control.

<https://help.syncfusion.com/aspnet/richtexteditor/getting-started>

Please refer to the below link for live demo of RTE.

<https://asp.syncfusion.com/demos/web/richtexteditor/defaultfunctionalities.aspx>

Please refer to the API Documentation of RTE control.

<https://help.syncfusion.com/api/js/ejrte>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 272013 - dropdownlist template

**07/04/2020**

Hi Simone,

Greetings from Syncfusion support.

We have validated your requirement in DropDownList control. To achieve your requirement, we have override the default method in sample level with DropDownList control. In this sample, we have added styles for each item through the **htmlAttributes** property of DropDownList control.

Please refer to the below code block.

|  |
| --- |
| <input type="text" id="bikeList" />  <script type="text/javascript">  var target;  $(function () {  var pink = { "style": "color:brown;" };  var green = { "style": "color:green;" };  var red = { "style": "color:red;" };  var blue = { "style": "color:blue;" };  var yellow = {"style": "color:yellow;"};  BikeList = [  { empid: "bk1", text: "Apache RTR", styles: pink },  { empid: "bk2", text: "CBR 150-R", styles: green },  { empid: "bk3", text: "CBZ Xtreme", styles: red },  { empid: "bk4", text: "Discover", styles: yellow },  { empid: "bk5", text: "Dazzler", styles: red },  { empid: "bk6", text: "Flame", styles: blue }  ];  $('#bikeList').ejDropDownList({  dataSource: BikeList,  width: "80%",  watermarkText: "Select a bike",  fields: { id: "empid", text: "text", value: "text", htmlAttributes : "styles" },  multiSelectMode: ej.MultiSelectMode.VisualMode,  showCheckbox: true  });  });    ej.DropDownList.prototype.\_createBox = function (text, value) {  if (!this.\_checkContains(value)) {  if (this.\_ulBox.css('display') == "none" && this.\_visibleInput.css('display') != "none") this.\_swapUlandInput(true);  var span = ej.buildTag("span.e-icon e-close", "", {}, { "unselectable": "on" });  for(var i=0; i<this.model.dataSource.length; i++){  if(this.model.dataSource[i].text == this.\_currentText){  var col = this.model.dataSource[i].styles;  var li = ej.buildTag("li.e-options").text(text).attr({"data-value":value, style: col.style }).append(span);  }  }  this.\_on(span, "click", function (e) {  if (!this.model.enabled) return false;  this.delIconClick = true;  this.\_deleteBox($(e.target).parent());  this.delIconClick = false;  });  return li;  }  }  </script> |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/fqm1z23e>

Please check out the output of the attached sample.

|  |
| --- |
|  |

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 272058 - DatePicker control does not display dates before 1/1/1900

Hi Tom,

Greetings from Syncfusion support.

We are validating your reported problem in EJ DatePicker control. we will update the further validation details on tomorrow 8th April 2020. Please be patience until then.

Regards,

Muthukrishnan K

### 272542 - Feedback : Add more information.

Dear customer,

Greetings from Syncfusion support.

We have validated your query, In the mentioned documentation we have added only overview content and key features of the ASP.NET NavigationDrawer control

Please refer to the below link for API documentation of NavigationDrawer control, in this documentation we have explained about each API of this control.

<https://help.syncfusion.com/api/js/ejnavigationdrawer>

Please refer to the below link for live demo of the ASP.NET NavigationDrawer control.

<https://asp.syncfusion.com/demos/web/navigationdrawer/defaultfunctionalities.aspx>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 271635 - DatePicker query~ from 270744

Hi All,

Since, customer not shared requested details. So I reset the promised date.

Regards,

Muthukrishnan K

### 272387 - File Explorer navigation pane won't hide

**10/04/2020**

Hi Christopher,

Thanks for the update.

Your reported issue was resolved in the version of 17.3.0.9. can you please check your FileExplorer sample after clearing the browser cache? And also confirm whether you have referred more than one **ej.web.all.min.js** scripts in your project.

If you are still persisting the issue, then we are ready to assist and fulfill your requirement in lively. So please let us know your convenient time for a web meeting. We will make every effort to have this meeting scheduled on a date and time of your convenience.

Regards,

Muthukrishnan K

### 272566 - DatePickerFor Problem

**10/04/2020**

Hi Diego,

Greetings from Syncfusion support.

We have validated your reported problem in EJ DatePicker. We have found that the reported issue is occurring in DatePicker, due to the DST (Daylight Savings Time) effected with Time Zone observed in your location (Italy). Due to these discrepancies in time, the date which received from the models or database, changes with different dates based on the DST conversions.

We have prepared an solution to resolve this issue by checking whether the given selected date fall under DST (day light saving) or not.  Kindly, check out the below code sample which depicts the solution to resolve the issue at your end.

|  |
| --- |
| @using (Html.BeginForm())  {  <ul>  @for (int i = 0; i < Model.Count; i++)  {  {  <li>  @Html.EJ().DatePickerFor(x => Model[i]).TimeZone(false).ClientSideEvents(e => e.Create("onCreate"))  <div><span>Model Value @Model[i].ToString() </span></div>  </li>  }  }  </ul>  <div>  <input type="submit" value="PostData" />  </div>  }  <script>  function onCreate(args) {  var jan = new Date(new Date(this.\_options.value).getFullYear(), 0, 1);  var jul = new Date(new Date(this.\_options.value).getFullYear(), 6, 1);  //checking the difference between timezone offset of current timezone with the DST time.  if (new Date(this.\_options.value).getTimezoneOffset() - Math.max(jan.getTimezoneOffset(), jul.getTimezoneOffset()) == 0) {  updatedValue = new Date(this.\_options.value).setHours(new Date(this.\_options.value).getHours());  this.option("value", new Date(updatedValue));  }  }  </script> |

We have attached the sample for your convenience, which can be downloaded from the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/SyncfusionDatePicker828564540>

Also, check out the below link which has information about the solution provided.

<https://stackoverflow.com/questions/11887934/how-to-check-if-the-dst-daylight-saving-time-is-in-effect-and-if-it-is-whats>

Please refer to the below forum the similar problem is discussed.

<https://www.syncfusion.com/forums/140987/date-problems>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**11/04/2020**

Hi Diego,

Thanks for the update.

We were able to reproduce your issue with your mentioned date. The DST (Daylight Savings Time) was not same for the all the time it differs in your location (Italy). We have prepared a workaround to resolve your reported problem. We can get the time zone offset for the location then we can add into the date value for the DatePicker control using the create event. please refer to the below code block.

|  |
| --- |
| <ul>  @for (int i = 0; i < Model.Count; i++)  {  {  <li>  @Html.EJ().DatePickerFor(x => Model[i]).Locale("it-IT").TimeZone(false).ClientSideEvents(e => e.Create("onCreate"))  <div><span>Model Value @Model[i].ToString() </span></div>  </li>  }  }  </ul>  <script>  function onCreate(args) {  //checking the difference between timezone offset of current timezone with the DST time.  if (new Date(this.\_options.value).getTimezoneOffset() != 0) {  var DstTime = new Date(this.\_options.value).getTimezoneOffset() / (-60);  // if the timezone offset is -60, then 1 hour will added to the date value  updatedValue = new Date(this.\_options.value).setHours(new Date(this.\_options.value).getHours() + DstTime);  this.option("value", new Date(updatedValue));  }  }  </script> |

We have made changes in your shared sample which can be downloaded from the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/DatePickerFor1871381585>

Please checkout the output of the attached sample.

|  |
| --- |
|  |

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**13/04/2020**

Hi Diego,

Thanks for your update.

We are glad to know that given solution works. Please let us know if you need any further assistance.

Regards,

Muthukrishnan K

**14/04/2020**

Hi Diego,

Thanks for the update.

We have validated the reported problem in EJ DatePicker control with For extension and we have considered this requirement as feature to be included in EJ **DatePickerFor**. We will include the support for this feature in Volume 2 release which is expected to be rolled out at the end of May 2020.

You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/13421/timezone-property-not-working-in-datepickerfor-control>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 153235 - Issues in Migrating Legacy Systems From AngularJS to Angular Requires Time

**13/04/2020**

Hi Tilers,

Thanks for contacting Syncfusion support.

We have checked your query on angular. Please refer to the below link to update your project from angular 5 to angular 6.

<https://update.angular.io/#5.0:6.0>

<https://angular.io/guide/upgrade>

<https://medium.com/@filipjerga/angular-5-to-angular-6-migration-guide-7ba4d2544411>

Please refer to the below link for hybrid approach in angular.

<https://blog.angular.io/apps-that-work-natively-on-the-web-and-mobile-9b26852495e7>

Please refer to the below link to know more about lazy loading in Angular.

<https://angular.io/guide/lazy-loading-ngmodules>

Please let us know, if you need any assistance related to Syncfusion controls. We will be happy to assist you.

Regards,

Muthukrishnan K

### 153249 - Implementation of Internationalization in Angular JS

**13/04/2020**

Hi Tommy,

Thanks for contacting Syncfusion support.

We have validated your requirements. please refer to the below links for to know more about internationalization in Angular JS application.

<https://docs.angularjs.org/guide/i18n>

<https://medium.com/creative-technology-concepts-code/internationalisation-localisation-in-angularjs-7b7c06041e06>

<https://www.c-sharpcorner.com/UploadFile/1d3119/use-localization-in-angular-js-with-the-help-of-i18n/>

If you want to use internationalization in Syncfusion controls, we have prepared sample to meet your requirement. In this sample we have used localization for Syncfusion DatePicker and DateTimePicker control. we need to refer the culture script after referring the Syncfusion control rendering script **(ej.web.all.min.js).** please refer to the below link for live demo of localization in AngularJS.

<http://jsplayground.syncfusion.com/w52jx2ra>

Please refer to the below documentation link for localization.

<https://help.syncfusion.com/angularjs/datepicker/globalization>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 272765 - Autocomplete remote delete issue

**13/04/2020**

Hi Irvin,

Greetings from Syncfusion support.

We have confirmed your reported problem as a bug in EJ AutoComplete control. Fix for this issue will be included in the Volume 1 SP release which is expected to be rolled out in late April 2020. You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/13384/the-minchar-property-not-working-when-deleting-the-text>

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 272777 - Autocomplete blur element and result open

Hi Irvin,

Greetings from Syncfusion support.

We have confirmed your reported problem as a bug in EJ AutoComplete control. Fix for this issue will be included in the Volume 1 SP release which is expected to be rolled out in late April 2020. You can track the status through the below portal link.

<https://www.syncfusion.com/feedback/13390/when-binding-remote-data-popup-opens-even-after-input-loses-focus-in-autocomplete>

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 273010 - ASP.Net Webform Accordion

**14/4/2020**

Hi John,

Greetings from Syncfusion support.

Yes, you can customize the EJ Accordion control based on your requirements. We have prepared a sample to meet your requirement. In this sample, we have added custom class for Accordion control using [**CssClass**](https://help.syncfusion.com/api/js/ejaccordion#members:cssclass) property. Using this custom class, we can add the styles for Accordion control. please refer the below code block.

[**Default.aspx**]

|  |
| --- |
| <%@ Page Title="Home Page" Language="VB" MasterPageFile="~/Site.Master" AutoEventWireup="true" CodeBehind="Default.aspx.vb" Inherits="WebApplicationVB.\_Default" %>  <%@ Register assembly="Syncfusion.EJ.Web" namespace="Syncfusion.JavaScript.Web" tagprefix="ej" %>  <asp:Content ID="Content1" runat="server" contentplaceholderid="MainContent">    <ej:Accordion ID="BasicAccordion" runat="server" CssClass="customCss">  <Items>  <ej:AccordionItem Text="Orubase">  <ContentSection>  Orubase is the only mobile application development Framework built especially for developing complex line-of-business mobile applications targeting iOS, Android, and Windows Phone platforms in the shortest possible time frame.  </ContentSection>  </ej:AccordionItem>  <ej:AccordionItem Text="WinRT XAML">  <ContentSection>  Essential Studio for WinRT contains all the controls you need to build line-of-business tablet applications including grid, chart, map, tree map, SSRS report viewer, rich-text editor, PDF viewer, gauges, barcode, editors, and much more. It also includes a unique set of controls for reading and writing Excel, Word, and PDF documents in Windows store apps.  </ContentSection>  </ej:AccordionItem>  <ej:AccordionItem Text="Metro Studio">  <ContentSection>  Syncfusion Metro Studio is a collection of over 2500 Metro-style icon templates that can be easily customized to create thousands of unique Metro icons.  </ContentSection>  </ej:AccordionItem>  </Items>  </ej:Accordion>  <style>  .customCss .e-content {  background-color: #98FFA0 !important;  color: #FF0069 !important;  }  </style>  </asp:Content> |

The sample can be downloaded from the following link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/AccordionVB1250878035>

Please check out the output of the attached sample.

|  |
| --- |
|  |

Please refer to the below documentation link to know more about customization in Accordion.

<https://help.syncfusion.com/aspnet/accordion/appearance-and-styling>

Please refer to the below API documentation for Accordion.

<https://help.syncfusion.com/api/js/ejaccordion>

If you want to learn about CSS styles, please refer the below link it will helps.

<https://www.w3schools.com/css/>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**14/4/2020**

Hi John,

Thanks for the update.

Yes. We can also change the background color of the Accordion header. Using the custom class, we can add the styles for Accordion header. Please refer to please code block.

[**Default.aspx**]

|  |
| --- |
| <ej:Accordion ID="BasicAccordion" runat="server" CssClass="customCss">  <Items>  <ej:AccordionItem Text="Orubase">  <ContentSection>  Orubase is the only mobile application development Framework built especially for developing complex line-of-business mobile applications.  </ContentSection>  </ej:AccordionItem>  </Items>  </ej:Accordion>  <style>  .customCss h3 {  background-color: crimson !important;  }  </style> |

**e-content** class is the div element which holds the Accordion panels content. Please refer to the below link to know more about element class in Accordion control.

<https://help.syncfusion.com/aspnet/accordion/appearance-and-styling#css-class>

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/AccordionHeader577176662>

Please check out the output of the attached sample.

|  |
| --- |
|  |

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 273025 - 10 GB

**14/4/2020**

Hi Chad,

Good day to you.

Yes, we can upload the **10GB** size files in the **UploadBox** control. We can limit the file upload size using the [fileSize](https://help.syncfusion.com/api/js/ejuploadbox" \l "members:filesize" \t "_blank" \o "https://help.syncfusion.com/api/js/ejuploadbox#members:filesize) property. By default, the upload file size limit is **31457280B (31MB)** for UploadBox. We can change this limit by using the **fileSize** property

Please refer to the below documentation link to know more about file size in UploadBox.

<https://help.syncfusion.com/aspnet/uploadbox/file-size>

Please refer to the below API documentation for UploadBox.

<https://help.syncfusion.com/api/js/ejuploadbox>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

**15/04/2020**

Hi Chad,

We have prepared sample to meet your requirement. In this sample, we have set the **FileSize** property value as **10737418240 Bytes** that is **10 GB**. Please refer to the below code block.

[**Default.aspx**]

|  |
| --- |
| <%@ Page Title="Home Page" Language="C#" MasterPageFile="~/Site.Master" AutoEventWireup="true" CodeBehind="Default.aspx.cs" Inherits="UploadBox.\_Default" %>  <asp:Content ID="BodyContent" ContentPlaceHolderID="MainContent" runat="server">  <ej:UploadBox ID="upload" runat="server" FileSize="10737418240" SaveUrl="SaveFile.ashx" RemoveUrl="removeFile.ashx"></ej:UploadBox>    </asp:Content> |

We also need to change **maxRequestLength** and ***maxAllowedContentLength*** configurations in ***web.config*** file to extend the upload file maximum size in application level. Please refer to the below code block.

|  |
| --- |
| <httpRuntime targetFramework="4.5" maxRequestLength="2147483647"/>  . . . . . . .  <security>  <requestFiltering>  <requestLimits maxAllowedContentLength="4294967295" />  <!--//bytes-->  </requestFiltering>  </security> |

Please refer to the below links for more details.

<https://stackoverflow.com/questions/288612/how-to-increase-the-max-upload-file-size-in-asp-net>

<https://forums.asp.net/t/1766127.aspx?How+to+upload+large+size+above+2GB+files+in+asp+net+with+C+net+code+>

<https://help.syncfusion.com/aspnet/uploadbox/file-size#maximum-file-upload-size-in-iis>

The sample can be downloaded from the below link.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/Upload10GB-1872180375>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 273508 - Autocomplete display results

**17/04/2020**

Hi Irvin,

Greetings from Syncfusion support.

We have validated your requirement in Autocomplete control. we can achieve your requirement by adding li element manually in the [**actionSuccess**](https://help.syncfusion.com/api/js/ejautocomplete#events:actionsuccess) event of AutoComplete. Please refer to the below code block.

|  |
| --- |
| actionSuccess:function(arg){       //Get ul element of autocomplete popup       var list = document.querySelector('.e-atc-popup .e-content .e-ul');       // create li element       var node = document.createElement('li');       // create textnode       var textnode = document.createTextNode("Only 10 results loaded");       node.id = "temp";       // append the textnode into li element        node.appendChild(textnode);       // append the li element into ul list       list.appendChild(node);       setTimeout(function() {           // get scroller obj           var scrollerObject = $("#searchCustomer\_suggestion").ejScroller("instance");           // refresh the scroller           scrollerObject.refresh();       }, 1000);   } |

We have prepared sample for your convenience, please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/0t5ntbrm>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 272188 - Console error when resizing pane

**17/04/2020**

Hi Didac,

Thanks for sharing the details.

We have validated your reported issue in the Splitter control. since, your reported issue arises only when dynamically updating the TreeGrid control **sizeSettings** property. We have forwarded your query to concern team. We will update the further details with in two business days 21st April 2020.

We appreciate your patience until then.

Regards,

Muthukrishnan K

### 272400 - Virtial scrolling issue in Drop down list control

**17/04/2020**

Hi Sathish,

We are validating your reported problem in EJ DropDownList control. We need some time to analyze more regarding this issue. We will update the further details within three business days on 22nd April 2020.

Regards,

Muthukrishnan K

### 273738 - ASP.Net Webforms Default Font

**20/04/2020**

Hi John,

Greetings from Syncfusion support.

Yes, we can set default font for the all controls in the ASP.NET Web Forms project. We can add font style for the whole project simply by using in the Master page of the project. Please refer to the below master page. In this page we have added **font-family** as **cursive** and **color** as **blue**.

[**Site.Master**]

|  |
| --- |
| <%@ Master Language="VB" AutoEventWireup="true" CodeBehind="Site.master.vb" Inherits="WebApplicationVB.SiteMaster" %>  <!DOCTYPE html>  <html lang="en">  <head runat="server">  <meta charset="utf-8" />  <meta name="viewport" content="width=device-width, initial-scale=1.0" />  <title><%: Page.Title %> - My ASP.NET Application</title>  <asp:PlaceHolder runat="server">  <%: Scripts.Render("~/bundles/modernizr") %>  </asp:PlaceHolder>  <webopt:bundlereference runat="server" path="~/Content/css" />  <link href="~/favicon.ico" rel="shortcut icon" type="image/x-icon" />  <link href="Content/ej/web/default-theme/ej.web.all.min.css" rel="stylesheet" />  <script src="Scripts/jquery-3.3.1.min.js"></script>  <script src="Scripts/jsrender.min.js"></script>  <script src="Scripts/ej/web/ej.web.all.min.js"></script>  <script src="Scripts/ej/common/ej.webform.min.js"></script>  </head>  <body>  <form runat="server">  <asp:ScriptManager runat="server">    </asp:ScriptManager>    <div class="container body-content">  <asp:ContentPlaceHolder ID="MainContent" runat="server">  </asp:ContentPlaceHolder>  <hr />  <footer>  <p>&copy; <%: DateTime.Now.Year %> - My ASP.NET Application</p>  </footer>  </div>  </form>  <style>  html \*{  font-family: cursive;  color: blue !important;  }  </style>  </body>  </html> |

We have prepared sample for your convenience. Please refer to the below link for the sample.

<https://www.syncfusion.com/downloads/support/directtrac/general/ze/fontStyle-1072320591>

Please check the below screen shot of attached sample.

|  |
| --- |
|  |

Please refer to the below links to know more about this requirement.

<https://stackoverflow.com/questions/7025756/how-to-apply-global-font-to-whole-html-document/7025794>

<https://stackoverflow.com/questions/10041706/applying-a-single-font-to-an-entire-website-with-css>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 273777 - DropDownList not firing Change event on load of persistent data

**20/04/2020**

Hi Malcolm,

Greetings from Syncfusion support.

We have validated your reported issue in EJ DropDownList control. The [change](https://help.syncfusion.com/api/js/ejdropdownlist#events:change) event only triggers when we change the value of DropDownList. When we enable the persistence in the DropDownList control then it will select the already selected value. So that change event will not trigger this case. We have also checked this case in version (17.4.0.43) it also working the same. Please refer to the below link for the sample.

<https://jsplayground.syncfusion.com/wlg2r5jl>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K

### 273645 - Security Vulnerability

**20/04/2020**

Hi Nicolas,

Greetings from Syncfusion support.

We have validated your reported problem in Syncfusion dependencies. The **jQuery.easing** external dependency has been removed from version **14.3.0.49** onwards. Kindly include this jQuery.easing dependency for versions lesser than 14.3.0.49. we don’t need to use this jQuery easing in the version after the 14.3.0.49.

The **Jquery-3.1.1.min.js** was published on the September 2016. This version has some medium level vulnerabilities. To prevent from the vulnerability issues, we can use the latest version (**jquery-3.5.0.min.js**) of jQuery.

Please refer the below jQuery in your project.

<https://code.jquery.com/jquery-3.5.0.min.js>

Please refer to the below link to know more about vulnerability in jQuery.

<https://snyk.io/vuln/npm:jquery>

Please let us know, if you need any further assistance.

Regards,

Muthukrishnan K