SAP BusinessObjects

Support and Feature Pack Release Notes

- SAP Crystal Reports 2011

SAP

Copyright:

3/15/12

About these Release Notes

These Release Notes contain important information about known issues, fixed issues and design limitations present in SAP BusinessObjects BI 4.1. To see if a known issue from a previous release has been fixed, use the ADAPT number of the known issue to search within the PDF. Before installing the software, we recommend that you read the entire document.

Where to find more information about this release:

For information on	See
Installing this release	
What's new in this release	

Known Issues and Limitations for SAP Crystal Reports

Support Package 1

SAP Crystal Reports General Issues

Documentation

#MULTIVALUE

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Functional Correctness

ADAPT01516555

Some reports that were created using Crystal Reports for Enterprise XI 4.0 SP0 do not refresh correctly when opened in Crystal Reports for Enterprise XI 4.0 SP1 and later versions.

This problem is caused by a necessary correction made between SP0 and SP1 to how hierarchy identifiers are generated by the semantic layer. Affected reports include reports that are based off SAP BEx queries or OLAP universes and include hierarchy objects in the query result objects. This problem occurs even if the result object does not appear on the report canvas.

To resolve this issue, use the following steps:

1. Open the report with Crystal Reports for Enterprise XI 4.0 SP1.
2. Click Page to view the report.
3. When the Verify database dialog prompt appears, click OK.
The Map Objects dialog box appears.
4. Check the mapped objects.
If your back-end data source has not been changed, only the named hierarchy fields are listed in the mapped objects table.
Otherwise, manually map the unmapped fields.
5. When you have confirmed that the information is correct, click OK.
6. Save your report to the local disk or to SAP BusinessObjects Business Intelligence platform.

Support Package 2

SAP Crystal Reports General Issues

Functional Correctness

Integration option for Microsoft SharePoint software: ActiveX print control can't download .NET viewer print control

ADAPT01550549

If no ActiveX print control is available on the client machine, clicking the print icon in the integration option for Microsoft SharePoint software .NET viewer causes the viewer to enter an infinite state of attempting to download the print control.

To work around this issue, view a report using the Java DHTML viewer in the CMC/Java InfoView. The ActiveX print control will download when printing is requested. This control will remain available for use with the .NET viewer through the integration option for Microsoft SharePoint software on that client machine.

Integration option for Microsoft SharePoint software: Error viewing Crystal Reports for Enterprise reports that have parameters when a country code is missing from the browser locale

ADAPT01544214

If your browser locale is set to a locale that does not have a country or region code, you may see an error message when viewing Crystal Reports for Enterprise reports that have parameters.

The workaround is to use a locale that has a country or region code. (<language>-<REGION>) For example, en-us

Integration option for Microsoft SharePoint software: expanding Public Folders displays "too many objects" error message

ADAPT01546019

When you expand the Public Folders folder in Publication > Delivery Rules > Global Delivery Rule, you may see the following error message:
"too many objects"

This is a known problem that will be addressed in a future release.

Integration option for Microsoft SharePoint software: selecting a Crystal Reports for Enterprise report as a Dynamic Recipient causes exception

ADAPT01541257

When you select a Crystal Reports for Enterprise report as a "Crystal Reports Dynamic Recipient Provider" in an Integration option for Microsoft SharePoint publication, an exception occurs.

This is expected behavior that will be fixed in an up-coming release.

ADAPT01451073

There are special universe design considerations for supporting a query that contains measures and memo/ BLOB objects.

If you query a measure with a group function in its SQL definition (for example, SUM) together with memo or BLOB objects, you may see an error message stating that this is not supported.

For example, you have two universe objects in your query:
• EmployeeEducationSummary defined as a memo: Employee.EducationSummary
• OrderAmount defined as measure: SUM(Orders.OrderAmount)

In this case, use one of the following universe design options to avoid the error:

1. Convert the memo/BLOB:
When creating the universe object for the memo, use the DB convert function to convert the type to a char, such as 'convert(varchar(255), EducationSummary)'. The disadvantage of this solution is that the field content will be truncated if the memo/BLOB field exceeds the maximum character length.

2. When defining the measure in the universe, use a derived table:
a. Create a derived table EmployeeSumOrders from the data source table by using the following SQL statement:
    SELECT EmployeeID, SUM(OrderAmount) "CalcSumOrders"
    FROM Orders GROUP BY EmployeeID
 Note: the column alias for summary is needed.
b. Link the table with the derived table on EmployeeID
c. Expose the field "CalcSumOrders" from the derived table as a measure field with a measure selection query. For example: "EmployeeSumOrders"."CalcSumOrders"
d. Expose the underlying fact (Orders.OrderAmount) measure directly, without a database function such as SUM. Then, when creating the report, use OrderAmount directly and create a local Crystal Reports summary on it. The disadvantage of this approach is that the facts are all retrieved from the database rather than the sum being calculated in the database.

Installation (TICM)

Integration option for Microsoft SharePoint: after installing, the crystalreportsviewer12 virtual directory is empty

ADAPT01505623

When the Integration option for Microsoft SharePoint is installed, a virtual directory named crystalreportsviewer12 is installed, but it is empty.

The virtual directory is only used for HTML preview in Crystal Reports 2011.

Usability

Integration option for Microsoft SharePoint software: Blank menu item displays "Page not found" error message

ADAPT01550543

When accessing a Crystal Reports for Enterprise report in Integration option for Microsoft SharePoint software, the context menu may contain a blank menu item. When the blank menu item is clicked, a "Page not found" error may appear.

The blank entry has no function. If you do select it, just navigate back to the Integration option for Microsoft SharePoint software home page using the navigation breadcrumb links located at the top of the page.

This issue is fixed in Patch2.3.

Feature Pack 3

SAP Crystal Reports 2011

Accessibility

Integration option for Microsoft SharePoint: Editing parameter values individually may cause an error

ADAPT01544008

If you want to configure the parameter values of a report to be scheduled on SharePoint .NET BI launch pad, use the Edit Values button to prompt all parameters at once. Editing parameter values individually may cause an error.

Documentation

Crystal Reports 2011: Graphic image location does not support non-image OLE objects such as PDF or Word documents

ADAPT01620570

In Crystal Reports 2011 designer, the "Graphic Location" feature only supports the image formats that can be shown as an image in the formatted report page. The image format can be DIB, EMF, OleImage, or other image formats that are supported by third party libraries like paintLib.

OLE objects such as Word, Excel, and PDF are not supported because the designer can not dynamically vary their file location.

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Enterprise Deployment (TICM)

ADAPT01564640

The Crystal Reports HTML viewers use Adobe Flash for prompting. Web pages that embed a Crystal Reports viewer using an HTTPS URL must also be served from an HTTPS URL or prompting will not work.

Functional Correctness

Crystal Reports 2011: Locally-linked Adobe Flash elements do not appear in exported PDF files

ADAPT01114531

Locally-linked Flash elements do not appear in exported PDF files because the PDF specification does not support locally-linked SWF Flash files. The Flash elements are supported only within the Crystal Reports 2011 Designer.

Crystal Reports 2011: Unable to view JD Edwards reports using JD Edwards accounts in the BI platform when using JRE 6.26

ADAPT01582723

You may be unable to view JD Edwards reports using JD Edwards accounts in SAP BusinessObjects Business Intelligence platform when using JRE 6.26 instead of JRE 6.19. JD Edwards' JVM fails to create a temporary IOR file in CORBA.

As a workaround, manually install an extra JRE. Then, in the BI platform registry key, configure the JD Edwards path value to point to your own JRE path specifically for JD Edwards. You will be able to view JD Edwards reports using JD Edwards accounts in the BI platform.

DHTML Viewer: Unable to drilldown on some areas in a tree map

ADAPT01552490

You may be unable to drilldown on particular areas in a tree map. To resolve this issue, click the bottom area of the tree map to drilldown.

OEM Viewer: The maximum size of custom logos included in an OEM deployment is 120x125

ADAPT01538213

The maximum size of custom logos included in an OEM deployment is 120x125. Custom logos larger than 120x125 pixels will be cut off.

As a workaround, you can manipulate the CSS files you are including with your OEM deployment.

Visual Frameworks: Tag cloud charts may not display full data sets.

ADAPT01565758

The algorithm used to draw a tag cloud chart draws the highest weighted value first, then incrementally draws values of decreasing weight until no additional text can be added to the chart rendering area. Depending on the settings chosen, and the size of the chart rendering area, the tag cloud chart may not display the full data set.

The solution is to try different tag cloud chart settings, or resize the chart itself.

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Performance

ADAPT01506986

Out of memory errors may occur when viewing reports with large images.

There are three workarounds for preventing this error:
- Downscale the image in the report by using external tools.
- Turn off server-side rendering in web.xml by using the parameter "crystal_render_report_locally".
- Turn on image anti-alias in web.xml by using the parameter "crystal_image_anti_alias". The viewer will downscale the images before sending it over HTTP.

Usability

BI platform: The Crystal Reports sub-type may be relevant for the system administrator using CMC but is not generally relevant for the end user viewing the Crystal Report

ADAPT01457633

In BI launch pad, the report type for both Crystal Reports 2011 and Crystal Reports for Enterprise reports is "Crystal Reports". In the CMC there is a distinction in report types: Crystal Reports 2011 reports are shown as "Crystal Reports 2011" and Crystal Reports for Enterprise reports are shown as "Crystal Reports for Enterprise". This is by design: the Crystal Reports sub-type may be relevant for the system administrator using CMC but is not generally relevant for the end user viewing the Crystal report.

SAP Crystal Reports General Issues

Functional Correctness

#MULTIVALUE

#MULTIVALUE

SAP Crystal Reports Installation

Documentation

Crystal Reports 2011: Designer and Server must be at the same maintenance level

ADAPT01623524

When using the Crystal Reports 2011 designer with a SAP BusinessObjects server (BI Platform, Edge, or Crystal Server), both the designer and the server must be at the same maintenance level.

It is required that all components in a SAP BusinessObjects system be at the same maintenance level. For example, SAP BusinessObjects server, client, and web components must be at the same maintenance level. If you update one component of your SAP BusinessObjects system, you must also update the other components. If you uninstall an update for one component in your system, you must uninstall the same update for the other components.

Fixed Issues for SAP Crystal Reports 2011

Support Package 1

SAP Crystal Reports 2011

Functional Correctness

ADAPT01371420

Description

When exporting a report to Comma Separated Values (CSV) format from Crystal Reports 2011, the output fails to generate the carriage return character (CR/LF) for each line when the output is viewed in Notepad.

New Behavior

This problem is resolved.

Limitations

ADAPT01383870

Description

When using the 'Send To' option to send a Crystal report to an email recipient, and the "Save Preview Image" option in the Crystal Reports Designer is unchecked, the recipient receives a .JPEG thumbnail image in addition to the Crystal report file.

New Behavior

This problem is resolved.

Limitations

ADAPT01385101

Description

In Crystal Reports 2011, when you add row or column parameters for an OLAP grid, you cannot choose to use an existing parameter, as the existing parameter will not display in the available parameter list.

New Behavior

In Crystal Reports 2011, when you add row or column parameters for an OLAP grid, the existing parameter will display in the available parameter list.

Limitations

ADAPT01385564

Description

Although by design a parameter contains no default value, the first value in a List of Values (LOV) is automatically used as the default value for the parameter.

This problem happens when reporting off SAP BEx Query in Crystal Reports.

New Behavior

This problem is resolved.

Limitations

ADAPT01389340

Description

When importing a Crystal report into Excel using Live Office, the following message appears: "An error occurred from parameter control (LO 02030)".

New Behavior

This problem is resolved.

Limitations

ADAPT01392393

Description

When exporting a report to Comma Separated Values (CSV) format, the selected delimiter for text data fails to be displayed when the value is empty or NULL.

New Behavior

This problem is resolved.

Limitations

ADAPT01424726

Description

Using a setTableLocation in a command table to change the database connection fails.

New Behavior

The problem is resolved.

Limitations

ADAPT01438501

Description

Performance of viewing reports degrades when the limit for caches pages is quite large (for example, 2 GB) and the number of pages in cache pages reaches that limit.

New Behavior

This problem is resolved.

Limitations

ADAPT01461478

Description

Reports that contain a large subreport may cause the following error message to appear: "Page Header plus Page Footer is too large for the page".

New Behavior

This problem is resolved.

Limitations

ADAPT01464121

Description

Logging on to Crystal Reports may fail when trying to create a report from OLEDB SQL Server 2008.

The cause of this problem is that all SQL Server connections are using the SQLNCLI provider to process data.

New Behavior

This problem is resolved.

Limitations

To enable this fix, do one of the following:

 - Use the SQLNCLI provider if you have either OLEDB SQL Server 2000, or 2005, or if you have OLEDB SQL Server 2008 without the client installed.

 - Use the SQLNCLI10 provider if you are using OLEDB SQL Server 2008, with the client installed.

ADAPT01489309

Description

In Crystal Reports, a report with the 'New Page Before' or the 'New Page After' option set for one or more sections in the report will not export to text format.

New Behavior

This problem is resolved.

Limitations

Performance

ADAPT01409096

Description

After installing Fixpack 2.3 of the SAP Integrated Solution Kit, the performance of large Crystal reports against SAP Business Warehouse (BW) decreases substantially.

All drivers are affected: MDX, Query, InfoSet, and so on. The cause of the problem is that, for each record, the program is accessing the registry and checking for a setting named "TreatSAPNULLasDatabaseNULL".

New Behavior

This problem is resolved.

To solve the problem, the registry setting is read once per query instead of per record.

Limitations

Platform Support (TICM)

ADAPT01471448

Description

When the SQL Native Client 10 driver is used in Crystal Reports Designer, when opening a report a misleading error message may appear and advise that the report has changed and needs to be updated.

The cause of the problem is that the SQL Native Client 10 driver fails to be saved as the default driver; therefore, the report reverts to the previous driver, causing the error message to appear.

New Behavior

This problem is resolved.

To enable this fix, the SQL Server 2008 client must be installed.

Limitations

Reports created prior to this fix may need to be opened and re-saved to work with the SQL Native Client 10 driver.

Supportability (ITS&AM)

ADAPT01432057

Description

In Crystal Reports 2011, when you save your report you can choose to save it to the BI platform or you can save it to SAP BW and publish to the BI platform. It is not mandatory to save to BW and then publish to the BI platform, but if you don't do so you may not have the following functionality in your report:
* Online list of values for prompts.
* Hierarchical display for hierarchical node prompts.
* SAP variable personalization.
* Life cycle management of Crystal Reports (from DEV to QA to PROD) with the SAP transports.

New Behavior

In Crystal Reports 2011, you can save your SAP BW reports through Crystal Reports into the BI platform and still have the following functionality:
* Online list of values for prompts.
* Hierarchical display for hierarchical node prompts.
* SAP variable personalization.

However, you will not have the following functionality:
* Life cycle management of Crystal Reports (from DEV to QA to PROD) with the SAP transports.
* Translate report in SAP server and use multi-lingual view/schedule in BI launch pad.

Limitations

Usability

ADAPT01406305

Description

Creating prompts in Crystal Reports and setting default values in Crystal Reports on those prompts makes the report lose the default values when the reports are transported.

New Behavior

This problem is resolved.

Prompts and their default values are managed correctly.

Limitations

ADAPT01429963

Description

While exporting to PDF with the Report Application Server (CrystalRas.exe), the server terminates unexpectedly.

New Behavior

This problem is resolved.

The Report Application Server (CrystalRas.exe) does not terminate unexpectedly.

Limitations

ADAPT01482773

Description

When a user views Crystal reports in BI launch pad using ActiveX Viewer, and the user clicks the "Next" or "Previous" button in the toolbar, a gray screen is displayed before the page loads.

New Behavior

This problem is resolved.

Limitations

Support Package 2

SAP Crystal Reports 2011

Accessibility

ADAPT01410285

Description

When the option to display Dynamic Data Connection parameter prompts is disabled in the Central Management Console (CMC), the prompt may still be displayed.

New Behavior

This problem is resolved.

Limitations

ADAPT01454003

Description

When a Crystal report is published to the BI platform, text in a report field that is formatted by a custom Cascading Style Sheet (CSS) style may fail to resize when the Zoom feature is used.

New Behavior

This problem is resolved.

Limitations

Functional Correctness

ADAPT01186091

Description

A blank parameter value is not passed through the OpenDoc link to reports displayed in BI launch pad 3.1. This issue began occurring in BusinessObjects Enterprise XI 3.0.

New Behavior

This problem is resolved.

Limitations

ADAPT01316401

Description

In the Central Management Console (CMC), when users schedule instances and, on the History page, select the option "Show instances owned by me", no instances will be displayed on the History page.

This problem happens when a slash ('\') is in the user account name.

New Behavior

This problem is resolved.

Limitations

ADAPT01378289

Description

The Integration Option for Microsoft SharePoint Schedule page displays incorrect prompt values for Dynamic Cascading Prompts (DCP).

Some of the DCP parameter values displayed belong to unrelated prompts.

New Behavior

This problem is resolved.

Limitations

ADAPT01475848

Description

In Integration Option for Microsoft SharePoint, the Report History page fails to display the value for the End of Range parameter.

New Behavior

This problem is resolved.

Limitations

ADAPT01528342

Description

The SAP Business Warehouse MDX Query driver may return incorrect data for Crystal reports, such as the following:

 - Fewer records than indicated by a MDX test.
 - More records than indicated by a MDX test.
 - Data from the wrong column.
 - Data from the wrong row.

This problem happens when the default value for PacketSize is exceeded. By default, the value for PacketSize is 1000, which is defined here: HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\SAP\BW MDX Query Driver.

New Behavior

To resolve this problem, ask your SAP BW Administrator to install the new Crystal Reports MDX Connectivity Transports into your SAP BW System. For information about the latest connectivity transports, see SAP Note: 1574460.

Limitations

ADAPT01528448

Description

Crystal Reports 2011: If a query is created on universe objects with the same field name but from different tables, the objects will be mapped incorrectly. The wrong SQL will be generated.

New Behavior

This problem is resolved.

Limitations

Platform Support (TICM)
ADAPT01515094

Description

Set Location Error caused by Aliases with Progress OpenEdge 10.1b ODBC Driver

The cause of the problem is that the Progress driver currently supported by SAP for Crystal Reports is OpenEdge 10.0b, which is an obsolete and unsupported driver.

New Behavior

This problem is resolved.

Upgrade legacy reports and refresh the reports to be able to use the same alias name as table name.

Limitations

Platform Support (TICM)
ADAPT01515094

Description

Set Location Error caused by Aliases with Progress OpenEdge 10.1b ODBC Driver

The cause of the problem is that the Progress driver currently supported by SAP for Crystal Reports is OpenEdge 10.0b, which is an obsolete and unsupported driver.

Feature Pack 3

SAP Crystal Reports 2011

Accessibility

ADAPT01369824

Description

When a report is opened from a folder with read-only access, saved to a full access folder, and is then modified in the Crystal Reports Designer, the report cannot be saved unless the report is closed and reopened before modifications are made.

New Behavior

This problem is resolved.

After saving the report from the read-only folder to a full access folder, while the report is still opened in the Crystal Reports Designer, it can be modified and saved in that folder.

Limitations

ADAPT01429943

Description

Users with editing rights to an object cannot save an object into a repository folder unless the user is also granted the "set security" right to the folder.

New Behavior

This problem is resolved.

Limitations

ADAPT01454003

Description

When a Crystal report is published to the BI platform, text in a report field that is formatted by a custom Cascading Style Sheet (CSS) style may fail to resize when the Zoom feature is used.

New Behavior

This problem is resolved.

Limitations

Functional Correctness

ADAPT00708582

Description

Reports containing subreports that are linked on string fields will perform slower than expected when using the OpenSQL driver.

New Behavior

This problem is resolved.

The four-second time gap, which remains open after data transfer has completed, has been removed.

Limitations

ADAPT01306746

Description

If a Crystal report has a parameter based on Oracle 10 and is being viewed as a PDF, and the parameter value is set in the Java Web Services consumer application, then when the application is terminated normally, the Oracle database connection is not released.

New Behavior

This problem is resolved.

Limitations

ADAPT01312179

Description

The option "Show description" for charts fails to display the descriptions for chart tables and fields.

New Behavior

This problem is resolved.

Limitations

ADAPT01329464

Description

A Crystal report will sometimes leave database connections open when the user edits the report parameters in the CMC or BI launch pad.

New Behavior

This problem is resolved.

A command line switch was added that will log off all database connections at the end of a server request which does not fetch data.

Limitations

ADAPT01348364

Description

When a user only has View rights at general level and is then granted Add the right for Crystal Reports, they cannot add reports through Crystal Reports.

New Behavior

This problem is resolved.

When a user only has View rights at general level and is then granted Add the right for Crystal Reports, they can now add reports through Crystal Reports.

Limitations

ADAPT01361426

Description

Cannot set the datasource location to a new Business View which contains subelements that have a forward slash (/) or a hyphen (-). For example, "Order/Details".

New Behavior

This problem is resolved.

Limitations

ADAPT01367773

Description

When refreshing a report in Crystal Reports that uses the option Perform Grouping on Server and SQL Expression fields for the report group, an error message appears in the "Formula Workshop – Record Selection Formula" dialog box.

The error message is as follows: "Error: Record Selection: {Database Field: <null>".

New Behavior

This problem is resolved.

Limitations

ADAPT01383870

Description

When using the 'Send To' option to send a Crystal report to an email recipient, and the "Save Preview Image" option in the Crystal Reports Designer is unchecked, the recipient receives a .JPEG thumbnail image in addition to the Crystal report file.

New Behavior

This problem is resolved.

Limitations

ADAPT01385101

Description

In Crystal Reports 2011, when you add row or column parameters for an OLAP grid, you cannot choose to use an existing parameter, as the existing parameter will not display in the available parameter list.

New Behavior

In Crystal Reports 2011, when you add row or column parameters for an OLAP grid, the existing parameter will display in the available parameter list.

Limitations

ADAPT01385564

Description

Although by design a parameter contains no default value, the first value in a List of Values (LOV) is automatically used as the default value for the parameter.

This problem happens when reporting off SAP BEx Query in Crystal Reports.

New Behavior

This problem is resolved.

Limitations

ADAPT01385636

Description

Chart data is incorrect when the chart is linked to a crosstab that contains a group whose "name" field is set to a data type that is different than the data type for the "group by" field.

New Behavior

This problem is resolved.

Limitations

ADAPT01389340

Description

When importing a Crystal report into Excel using Live Office, the following message appears: "An error occurred from parameter control (LO 02030)".

New Behavior

This problem is resolved.

Limitations

ADAPT01392393

Description

When exporting a report to Comma Separated Values (CSV) format, the selected delimiter for text data fails to be displayed when the value is empty or NULL.

New Behavior

This problem is resolved.

Limitations

ADAPT01424726

Description

Using a setTableLocation in a command table to change the database connection fails.

New Behavior

The problem is resolved.

Limitations

ADAPT01428734

Description

The date formatting on a chart x-axis is replaced by another formatting type when color highlighting is applied to the chart or removed from the chart.

For example, the format "Feb-09" is replaced with "02/2009". Once this happens, the format cannot be changed.

New Behavior

This problem is resolved.

Limitations

For the Date axis in a bar chart, the setting "Scales in Group (X) Axis" will be reverted to the default setting after color highlighting is added to the chart or removed from it. However, users can reformat the Scales Group (X) Axis again.

ADAPT01435228

Description

When setting a record selection formula in Designer, results of the formula may be incorrect.

The cause of the problem is that the code for the function RecordSelectionFormula that is used in the formula may be missing the NOT operand. This happens when a function used in the formula is not supported.

New Behavior

This problem is resolved.

Limitations

ADAPT01438501

Description

Performance of viewing reports degrades when the limit for caches pages is quite large (for example, 2 GB) and the number of pages in cache pages reaches that limit.

New Behavior

This problem is resolved.

Limitations

ADAPT01460999

Description

Chart is not sorted correctly in the Specified Order.

New Behavior

This problem is resolved.

Limitations

ADAPT01461478

Description

Reports that contain a large subreport may cause the following error message to appear: "Page Header plus Page Footer is too large for the page".

New Behavior

This problem is resolved.

Limitations

ADAPT01464111

Description

When a variable is used in the report header and shared between the report and its subreport, the variable is correct on the first page but incorrect on subsequent pages.

New Behavior

This problem is resolved.

Limitations

ADAPT01464121

Description

Logging on to Crystal Reports may fail when trying to create a report from OLEDB SQL Server 2008.

The cause of this problem is that all SQL Server connections are using the SQLNCLI provider to process data.

New Behavior

This problem is resolved.

Limitations

To enable this fix, do one of the following:

 - Use the SQLNCLI provider if you have either OLEDB SQL Server 2000, or 2005, or if you have OLEDB SQL Server 2008 without the client installed.

 - Use the SQLNCLI10 provider if you are using OLEDB SQL Server 2008, with the client installed.

ADAPT01465885

Description

In Crystal Reports, when opening a report that contains subreports based off Business Views, it prompts to login to the BI platform repository for each Business View connection even when those Business Views are in the same BI platform repository.

New Behavior

This problem is resolved.

Limitations

If the reports contains managed DCPs, Crystal Reports will still prompt multiple times.

ADAPT01472419

Description

When a report uses a "For each record" chart, and the report data is sorted on a formula field, after a report refresh the record order in the chart may not match the record order in the report.

The cause of the problem is that the chart is refreshed before the sort order is applied to the report.

New Behavior

This problem is resolved.

To solve the problem, upon a refresh, the formula field in the report is sorted first, before the "For each record" chart is regenerated.

Limitations

ADAPT01474098

Description

Maps in Crystal reports disappear after refreshing the report in CMC or BI launch pad.

New Behavior

This problem is resolved.

Limitations

ADAPT01475369

Description

The scales setting of the chart x-axis reverts to the default value after a color highlight is added or removed.

New Behavior

This problem has been resolved.

Limitations

ADAPT01475848

Description

In Integration Option for Microsoft SharePoint, the Report History page fails to display the value for the End of Range parameter.

New Behavior

This problem is resolved.

Limitations

ADAPT01478648

Description

If an optional parameter is used within Crystal Reports and a blank space is entered instead of a null value, Crystal Reports handles the blank spaces as null values. As a result, the report ignores the parameter value and retrieves all data.

New Behavior

This problem is resolved.

Limitations

ADAPT01489309

Description

In Crystal Reports, a report with the 'New Page Before' or the 'New Page After' option set for one or more sections in the report will not export to text format.

New Behavior

This problem is resolved.

Limitations

ADAPT01491173

Description

In Crystal Reports, you are unable to connect to multiple ECC system using the SAP Open SQL Driver when the SAP ECC connection uses the same Client number, a different Message Server, and the same user name.

New Behavior

This problem is resolved.

Limitations

ADAPT01496327

Description

A report with a crosstab that has more than 102 summaries will cause Crystal Reports to terminate unexpectedly when the report is exported to Excel.

New Behavior

This problem is resolved.

A report with a crosstab that has more than 102 summaries can be successfully exported to Excel.

Limitations

ADAPT01497827

Description

When exporting or scheduling reports to PDF, an error may occur.

New Behavior

This problem is resolved.

Limitations

ADAPT01502806

Description

Users that are not administrators are not able to view or modify Delivery Rules of a publication, and may receive an error message instead.

New Behavior

The Delivery Rules action is optimized and will not terminate unexpectedly.

Limitations

ADAPT01511662

Description

Underlined text breaks when you use the 'Justified' alignment in .Net Crystal Reports Winform Viewer

New Behavior

This problem is resolved.

Limitations

ADAPT01517495

Description

When viewing a Crystal report that uses the "File Name and Path" special field through a .NET application, the path and name is incorrect.

Instead of displaying the name of the report and the location of the report template, a random GUID is displayed as the report name and the RAS temp folder is displayed as the location of the report template.

New Behavior

This problem is resolved.

Limitations

ADAPT01521953

Description

When a shared variable is used between subreports, the calculation of the accumulated values is incorrect.

This problem happens when the subreport is located in a group that has the group option "New Page After" enabled.

New Behavior

This problem is resolved.

Limitations

ADAPT01526277

Description

When exporting a crosstab report to PDF, background colors used in the crosstab fail to be displayed.

The cause of the problem is that the background color of the report is layered over the background colors applied to rows and columns in the crosstab report.

New Behavior

This problem is resolved.

Limitations

ADAPT01526981

Description

When renaming a reports parameter in code using RAS, changing the parameter dropdown in designer will show error with the message: "The value must be between 0 and 0".

New Behavior

This problem is resolved.

Limitations

ADAPT01527297

Description

When viewing a report that uses dynamic parameters and passes logon credentials using the .NET reportclientdocument method, the viewer still prompts for database logon credentials.

This problem happens after Service Pack 3 is installed.

New Behavior

This problem is resolved.

Limitations

ADAPT01528342

Description

The SAP Business Warehouse MDX Query driver may return incorrect data for Crystal reports, such as the following:

- Fewer records than indicated by a MDX test.
- More records than indicated by a MDX test.
- Data from the wrong column.
- Data from the wrong row.

This problem happens when the default value for PacketSize is exceeded. By default, the value for PacketSize is 1000, which is defined here: HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\SAP\BW MDX Query Driver.

New Behavior

To resolve this problem, ask your SAP BW Administrator to install the new Crystal Reports MDX Connectivity Transports into your SAP BW System. For information about the latest connectivity transports, see SAP Note: 1574460.

Limitations

ADAPT01530105

Description

After upgrading to Service Pack 3 (SP3), Crystal reports may fail to refresh certain parameters for reports that were created prior to installation of SP3.

This problem happens with reports that use parameters that are based on Compound Characteristics. After installation of SP3, Crystal Reports requires a different format for these parameters and will not accept the format that was accepted prior to SP3.

New Behavior

This problem is resolved.

Limitations

ADAPT01587601

Description

After applying a product update to Crystal Reports 2011, unable to create a new report or refresh an existing report off a Salesforce.com connection.

The problem is due to the following two .jar files:
- C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\java\lib \CRDBSForceServer.jar;
- C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\java\lib\external \CRDBSForceExternal.jar

The error message "SAP Crystal Reports: Failed to open the connection. Details: Unexpected Error" is displayed.

New Behavior

This problem is resolved.

Limitations

Performance

ADAPT01409096

Description

After installing Fixpack 2.3 of the SAP Integrated Solution Kit, the performance of large Crystal reports against SAP Business Warehouse (BW) decreases substantially.

All drivers are affected: MDX, Query, InfoSet, and so on. The cause of the problem is that, for each record, the program is accessing the registry and checking for a setting named "TreatSAPNULLasDatabaseNULL".

New Behavior

This problem is resolved.

To solve the problem, the registry setting is read once per query instead of per record.

Limitations

ADAPT01429794

Description

The SAP function RSZ_X_COMPONENT_GET runs repeatedly when the report contains a SAP variable, which may cause a performance issue.

New Behavior

This problem has been resolved.

The function has been replaced with another function, /Crystal/RSZ_X_COMPONENT_GET, which calls the RZI_VARIABLE_GET function, resolving this potential performance issue.

Limitations

ADAPT01481692

Description

Publications that use Crystal reports source documents do not take the same amount of time when running publications to PDF and Crystal Reports. For example, with 3000 recipients, publication to Crystal Reports requires significantly more time than publication to PDF.

New Behavior

The throughput of running a publication with Crystal reports source documents has been improved by about 20%.

Limitations

ADAPT01482130

Description

When scheduling a large publication, the following error message may appear: "Not enough memory for operation".

This problem has been seen to happen on Sun Solaris systems. The cause of the problem is that, when a publication is very large, the Solaris batch index counter exceeds its memory limit.

New Behavior

This problem is resolved.

More memory has been allowed per batch. This reduces the number of batches needed to successfully schedule the publication.

Limitations

ADAPT01496545

Description

Crystal reports that have an SQL Expression take a long time to load if the original database is unreachable.

This problem occurs because the ReportDocument.Load function tries to connect to the original SQL server even if it is not used in the report.

New Behavior

This problem is resolved.

Limitations

Platform Support (TICM)

ADAPT01471448

Description

When the SQL Native Client 10 driver is used in Crystal Reports Designer, when opening a report a misleading error message may appear and advise that the report has changed and needs to be updated.

The cause of the problem is that the SQL Native Client 10 driver fails to be saved as the default driver; therefore, the report reverts to the previous driver, causing the error message to appear.

New Behavior

This problem is resolved.

To enable this fix, the SQL Server 2008 client must be installed.

Limitations

Reports created prior to this fix may need to be opened and re-saved to work with the SQL Native Client 10 driver.

Security

ADAPT01563598

Description

Users with restricted rights on a datasource may be unable to save documents, and may receive an error message.

New Behavior

This problem is resolved.

Limitations

Supportability (ITS&AM)

ADAPT01432057

Description

In Crystal Reports 2011, when you save your report you can choose to save it to the BI platform or you can save it to SAP BW and publish to the BI platform. It is not mandatory to save to BW and then publish to the BI platform, but if you don't do so you may not have the following functionality in your report:
* Online list of values for prompts.
* Hierarchical display for hierarchical node prompts.
* SAP variable personalization.
* Life cycle management of Crystal Reports (from DEV to QA to PROD) with the SAP transports.

New Behavior

In Crystal Reports 2011, you can save your SAP BW reports through Crystal Reports into the BI platform and still have the following functionality:
* Online list of values for prompts.
* Hierarchical display for hierarchical node prompts.
* SAP variable personalization.

However, you will not have the following functionality:
* Life cycle management of Crystal Reports (from DEV to QA to PROD) with the SAP transports.
* Translate report in SAP server and use multi-lingual view/schedule in BI launch pad.

Limitations

Usability

ADAPT01323547

Description

The administrator would like the ability to remove the database configuration option from the user's BI launch pad options when scheduling a Crystal report.

New Behavior

This problem is resolved.

An enhancement was added to enable the administrator to remove the database configuration option when scheduling a report or publication.

Limitations

ADAPT01374848

Description

The feature to set a new report database location was available in BI launch pad in XI R2. However, in XI 3.1, users (even administrators) are unable to set the report database location following the same steps required for XI R2.

New Behavior

The problem is resolved.

Limitations

ADAPT01406305

Description

Creating prompts in Crystal Reports and setting default values in Crystal Reports on those prompts makes the report lose the default values when the reports are transported.

New Behavior

This problem is resolved.

Prompts and their default values are managed correctly.

Limitations

ADAPT01429963

Description

While exporting to PDF with the Report Application Server (CrystalRas.exe), the server terminates unexpectedly.

New Behavior

This problem is resolved.

The Report Application Server (CrystalRas.exe) does not terminate unexpectedly.

Limitations

ADAPT01482773

Description

When a user views Crystal reports in BI launch pad using ActiveX Viewer, and the user clicks the "Next" or "Previous" button in the toolbar, a gray screen is displayed before the page loads.

New Behavior

This problem is resolved.

Limitations

ADAPT01497864

Description

Cannot see the total page count of a Crystal Reports instance from the InfoObject properties of the instance.

New Behavior

This problem is resolved.

Limitations

SAP Crystal Reports Installation

Functional Correctness

ADAPT01582566

Description

When users are installing only the web tier, they are prompted for Sever Intelligence Agent information. This is not necessary.

New Behavior

The issue is resolved.

Limitations

None

Installation (TICM)

ADAPT01546642

Description

Installation paths containing "\u" (for example "c:\user") may cause installation to fail. This problem is specific to Windows.

New Behavior

The problem is resolved.

Limitations

ADAPT01583441

Description

If you run a modify install action, and if the default application server (Tomcat) is used, the application server is shut down and will not restart.

New Behavior

The problem is resolved.

Limitations