



SAP Crystal Reports for Enterprise Installation Guide

- SAP Crystal Reports for Enterprise XI 4.0

2012-03-15

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2012-03-15

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Installing SAP Crystal Reports for Enterprise

1.1 To download the installation program

1. Go to <https://service.sap.com/bosap-support> > **Software Downloads**.
2. On the "Find your software" tab, under the "A–Z Index", select **Installations and Upgrades**.
3. Select **B > SBOP BI platform (former SBOP Enterprise) > SBOP BI Platform 4.0**.
4. Select **Installation and Upgrade > WINDOWS**.
5. Select the object titled "SAP Crystal Reports for Enterprise 4.0 <version> Windows (32B)", then follow the instructions on the website to download and extract the objects.

Note:

The software may take a long time to download, and you may need to contact the system administrator to ensure your company's firewall will not terminate the download process.

Support Packages and Patches are installation programs that contain updates to SAP Crystal Reports for Enterprise. You can download them from <https://service.sap.com/bosap-support>. On the "Find your software" tab, under the "A–Z Index", click **Support Packages and Patches**. For more information on installing Support Packages and Patches, see "Customizing Support Packages and Patches".

1.2 Installation overview

The SAP Crystal Reports for Enterprise Installation Wizard works with Microsoft Windows Installer to guide you through the installation process.

Note:

Although Crystal Reports is supported on 64-bit operating systems, it is only available as a 32-bit application. When installing a database driver for Crystal Reports on 64-bit operating systems, ensure that you install the 32-bit version. A 32-bit application cannot use a 64-bit driver.

For information about installation requirements, see the *Supported Platforms* document available on the SAP BusinessObjects Business Intelligence platform support site:

<http://www.sdn.sap.com/irj/boc/articles>

1.3 Installing SAP Crystal Reports for Enterprise

You must have Administrator privileges on the computer where you plan to install Crystal Reports. The installation process creates registry entries and may update some system files that require Administrator rights.

Note:

If your network Administrator has copied the Crystal Reports installation files to the network, make sure that you have been given read privileges on that network.

Close all programs currently running, and stop as many services as possible when installing Crystal Reports.

1.3.1 To install SAP Crystal Reports for Enterprise

Before installing, ensure that the account being used has Administrator privileges. The installation requires that the account being used is a member of the Windows *Administrators* group, and that the default privileges assigned to the *Administrators* group have not been modified.

When the installation program starts, a series of prerequisite checks are performed. The result of this test is displayed for your information. If your system does not meet the minimum requirements, the installation program will not install Crystal Reports for Enterprise.

1. Locate the installation program. If you are installing from a physical media, look for `setup.exe` in the top-level folder. If you are installing from a compressed download, extract it and locate `setup.exe`.

Note:

Depending on your system configuration, a dialog box may appear, informing you to update existing files. If this happens, click **Yes** and restart your machine. The Installation Wizard updates the required files.

2. Run `setup.exe` by double-clicking it in Windows Explorer or calling it from the command-line.
3. Choose a language for the setup program to use during the installation process.
4. Review the prerequisites dialog box; if everything is correct, click **Next**.
5. When the "Welcome" dialog box appears, click **Next**.
6. Read and accept the license agreement, and then click **Next**.
7. Verify that the destination folder is correct, and then click **Next**.

Tip:

You can click **Browse** to select a different destination folder.

Note:

If you have already installed other SAP BusinessObjects software, you cannot change the destination folder.

8. Fill in the "Full Name", "Organization", and "Product Keycode" information and then click **Next**.

Tip:

You may need to contact your Administrator for the product activation keycode.

9. In the "Choose Language Packs" dialog box, select the languages that you want to install, and then click **Next**.

Note:

You cannot install additional language packs after you have installed the software. If you need additional language support, you must uninstall the product and reinstall it with the required language packs.

The "Choose Install Type" dialog box appears.

10. Choose the type of installation that you want to perform:

- **Typical**

Installs the most common application features.

- **Custom**

Lets you choose the features that you want installed, specify where they will be installed, and check the disk space required by each feature. If you choose **Custom**, the "Select Features" dialog box appears.

- a. Select the features you want to install.

If the check box contains...	the following occurs
a checkmark	The feature and all its subfeatures will be installed.
a shaded square	The feature and some of its subfeatures will be installed.
an empty square	The feature or subfeature is either unavailable or will not be installed.

- b. Click **Next**.

The "Web Update Service Option" dialog box appears.

- c. Choose whether to disable the update service.

Note:

If you disable the update service, you will need to manually check for updates to your software.

11. Click **Next**.

The "Start Installation" dialog box appears.

12. Click **Next**.

The installation process begins.

13. Click **Finish** to complete the installation.

1.3.2 To set up Single Sign-On

JRE 6 or higher must be installed.

1. Download the Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 6 .ZIP file from: <http://www.oracle.com/technetwork/java/javase/downloads/index.html>.
The .ZIP contains two files: `local_policy.jar` and `US_export_policy.jar`.
2. Replace the `local_policy.jar` and `US_export_policy.jar` files in the `C:\Program Files\SAP BusinessObjects\Crystal Reports for Enterprise XI 4.0\jre\lib\security` directory with the downloaded files.
3. Update the Windows registry key.
 - a. On Windows Server 2003 or Windows 2000 SP4:
 - HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Lsa\Kerberos\Parameters
 - Value Name: `allowtgtsessionkey`
 - Value Type: REG_DWORD
 - Value: `0x01`
 - b. On Windows XP SP2:
 - HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Lsa\Kerberos\
 - Value Name: `allowtgtsessionkey`
 - Value Type: REG_DWORD
 - Value: `0x01`

Note:

If single sign-on does not function correctly check the following:

- View the log file: `C:\Users\ADUser1\AppData\Roaming\Business Objects\Crystal Reports for Enterprise XI 4.0\workspace\.metadata\TraceLogs`
- Verify that the designer is communicating to the correct IP address and name server, and that the network is not using a proxy or redirecting traffic.
- Verify that the web service is setup correctly.

1.4 Running a silent installation

A silent installation is one that you can run either from the command line, or by using a response file to automatically install Crystal Reports on any machine in your system, without the installation program prompting for information during the installation.

The silent installation for Crystal Reports is particularly useful when you need to do multiple installations and do not want to interrupt people who are working on machines in your system. You can also add the silent installation command in your own installation scripts.

Note:

- The silent installation is not available from the Crystal Reports setup program and is intended only for experienced administrators of Crystal Reports.
- When you perform a silent installation, you accept the Crystal Reports end-user license agreement by default. You can find a copy of the license agreement in the `Docs` folder of your product distribution. Silent installations are intended for new installations; do not use them for upgrades.

1.4.1 Command line silent installation

The silent installation command consists of the command `setup.exe`, followed by a number of parameters that provide information about the installation. There are several valid parameters that you can use, but it is good practice to keep the silent installation as simple as possible.

Example: Sample command line silent installation

The following example creates a sub-directory `\SAP Crystal Reports for Enterprise XI 4.0` and installs Crystal Reports into it.

```
setup.exe -q setupuilanguage="en" installdir="C:\Program Files\SAP BusinessObjects\SAP Crystal Reports for Enterprise XI 4.0" selectedlanguagepacks="en;ja;de" installtype="Custom" registereduser="John Smith" registeredcompany="Any Company" productkey="XXXXX-XXXXXX-XXXXXX-XXXX" features="crw,CrystalReportsJavaRoot"
```

A silent installation log file is created in the `%TEMP%` folder to capture all placeholder DLL errors. If the installation is successful, it is copied to the logging folder. If the installation fails for any reason, the installation log file remains in the `%TEMP%` folder.

1.4.1.1 Command line parameters

The following table lists the most common parameters used in a command-line silent installation. To use a parameter, place it on the command line after the `setup.exe` command.

Note:

Parameters that are not listed in this table may be available, but they have not been tested. Untested parameters are not supported.

Parameter	Description	Example
SetupUILanguage	The language that you want to use during the installation. You can select only one language. The languages are listed in a separate table.	setupuilanguage="en"
InstallDir	The SAP BusinessObjects installation path. Note: If you have already installed an SAP BusinessObjects product, Crystal Reports will be installed to the default <INSTALLDIR> directory.	installdir="C:\Program Files (x86)\SAP BusinessObjects\"
SelectedLanguagePacks	The language packs that you want to install. You can select more than one language. The languages are listed in a separate table. Note: Separate language packs with a semicolon (;).	selectedlanguagepacks="en;ja"
InstallType	The type of installation: <ul style="list-style-type: none"> Default installs all components automatically. Custom lets you select features from the feature tree. 	installtype="Default"
RegisteredUser	Any custom user name.	registereduser="John Smith"
RegisteredCompany	Any custom company name.	registeredcompany="Any Company"
ProductKey	A valid product keycode. Tip: Remember to add a valid keycode to your response.ini file.	productkey="XXXXX-XXXXXX-XXXXXX-XXXX"

Parameter	Description	Example
features	<p>The features available on the feature tree.</p> <p>Note: To select features, you have to set <code>InstallType</code> to Custom.</p> <p>Acceptable values are:</p> <ul style="list-style-type: none"> • <code>CrystalReportsJavaRoot</code> (Crystal Reports for Enterprise XI 4.0) • <code>crw</code> (Crystal Reports Designer) <p>Note: Separate features with a comma (,).</p>	<pre>features="crw,CrystalReportsJavaRoot"</pre>
disablewebupdate service	<ul style="list-style-type: none"> • 1 (Allows automatic online updating) • 0 (Prevents automatic online updating) 	<pre>disablewebupdateservice=0</pre>
-q	Performs a "quiet" or background installation; no prompts are displayed.	
-r	Runs the installation from a previously created response.ini file.	<pre>setup.exe -r C:\response.ini</pre>
-w	Creates a response.ini file and writes it to the specified destination.	<pre>setup.exe -w C:\response.ini</pre>

Language parameters

These values are used for both the setup and for installing language packs:

Language value	Description
en	English
fr	French
de	German
ja	Japanese
es	Spanish
zh_CN	Simplified Chinese

Language value	Description
it	Italian
nl	Dutch
ru	Russian
ko	Korean
zh_TW	Traditional Chinese
pt	Portuguese
sv	Swedish
pl	Polish
nb	Norwegian Bokmal
da	Danish
th	Thai
fi	Finnish
cs	Czech
hu	Hungarian
sk	Slovakian
tr	Turkish

1.4.2 Response file silent installation

During an installation, you can optionally indicate that you want the installation program to create an INI file to act as a response file for subsequent installations. The installation program then records the installation options that you select as you install Crystal Reports, and saves the file to your machine.

The created INI file can be read by the installation program to silently install Crystal Reports with the same options specified during the creation of the file. This is helpful for quickly producing a silent installation of Crystal Reports.

Note:

The INI response file that is created during an installation must be included with the installation files.

14.2.1 To create a response file for a silent installation

Before you run a response file silent installation, with the Crystal Reports media follow these steps to create a `response.ini` file.

1. Run `setup.exe -w C:\response.ini` from the installation media.
The interactive installation wizard appears.
2. Proceed through the wizard, selecting your installation options. Follow the instructions in the "To install SAP Crystal Reports for Enterprise" section.
3. On the "Start installation" page, click **Next**, and then click **OK**.
The installation program writes your installation options to the `response.ini` file, and closes.

You can now open `response.ini` in a text editor to review your installation options.

Example:

In this example, the selected installation options include English and Japanese language packs, and the English installation language.

```
### Installation directory
installdir=<INSTALLDIR>

### Product keycode
productkey="XXXXX-XXXXXXX-XXXXXX-XXXXXX-XX"

### Registered Company
registered company="Any Company"

### Registered User
registereduser="John Smith"

### Language Packs Selected to Install
selectedlanguagepacks="en;ja"

### Setup UI language
setupuilanguage="en"
```

Note:

If you want to add a note or comment to the `response.ini` file, you can add `###` to the beginning of a line. Lines that begin with `###` are not processed by `setup.exe`

14.2.2 To run a response file installation

You can change the values in the response file before you run it. Open the `response.ini` file and change the values. For more information, refer to the parameter table in the Command Line silent installation instructions.

1. Click **Start > Run** and type `cmd` to open the "Command Prompt" window.

2. In the "Command Prompt" window, type `cd <Installer Path>`.
3. Run `setup.exe -r <response file path>\response.ini`
The installation program runs.

Related Topics

- [Command line silent installation](#)

1.5 Maintaining or uninstalling SAP Crystal Reports for Enterprise

Use "Add or Remove Programs" and select one of the following options to maintain or uninstall Crystal Reports:

Option	Description
"Modify"	This option lets you modify the Crystal Reports installation program.
"Repair"	This option lets you repair or fix the Crystal Reports installation program.
"Remove"	This option lets you remove the Crystal Reports installation program.

1.5.1 To modify SAP Crystal Reports for Enterprise

1. Click **Start > Settings > Control Panel**.
The "Control Panel" window opens.
2. Double-click **Add or Remove Programs**.
The "Add or Remove Programs" dialog box opens.
3. Select **Crystal Reports for Enterprise XI 4.0** and click **Change/Remove**.
The "Crystal Reports for Enterprise XI 4.0 Setup " dialog box appears.
4. Click **Modify** and then click **Next** .
The "Select Features" dialog box appears.
5. Select the features that you would like to modify and then click **Next** .
The modify process begins.
6. When the process is complete, click **Finish**.
The Crystal Reports application has been modified, and you are returned to the "Add or Remove Programs" dialog box.

1.5.2 To repair SAP Crystal Reports for Enterprise

1. Click **Start > Settings > Control Panel**.
The "Control Panel" window opens.
2. Double-click **Add or Remove Programs**.
The "Add or Remove Programs" dialog box opens.
3. Select **Crystal Reports for Enterprise XI 4.0** and click **Change/Remove**.
The "Crystal Reports for Enterprise XI 4.0 Setup " dialog box appears.
4. Click **Repair** and then click **Next**.
The repair process begins.
5. When the process is complete, click **Finish**.
The Crystal Reports application has been repaired, and you are returned to the "Add or Remove Programs" dialog box.

1.5.3 To uninstall SAP Crystal Reports for Enterprise

1. Click **Start > Settings > Control Panel**.
The "Control Panel" window opens.
2. Double-click **Add or Remove Programs**.
The "Add or Remove Programs" dialog box opens.
3. Select **Crystal Reports for Enterprise XI 4.0** and click **Change/Remove**.
The "Crystal Reports for Enterprise XI 4.0 Setup " dialog box appears.
4. Click **Remove** and then click **Next**.
Wait while files are removed and the necessary configuration is done.
5. Click **Finish**.
The Crystal Reports application has been uninstalled, and you are returned to the "Add/Remove Program Properties" dialog box.

More Information

Information Resource	Location
SAP product information	http://www.sap.com
SAP Help Portal	<p>http://help.sap.com/businessobjects</p> <p>Access the most up-to-date English documentation covering all SAP BusinessObjects products at the SAP Help Portal:</p> <ul style="list-style-type: none"> • http://help.sap.com/bobi (Business Intelligence) • http://help.sap.com/boepm (Enterprise Performance Management) • http://help.sap.com/boeim (Enterprise Information Management) <p>Certain guides linked to from the SAP Help Portal are stored on the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p> <p>To find a comprehensive list of product documentation in all supported languages, visit: http://help.sap.com/boall.</p>
SAP Support Portal	<p>http://service.sap.com/bosap-support</p> <p>The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>
Developer resources	<p>http://www.sdn.sap.com/irj/sdn/bi-sdk-dev</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p>
SAP BusinessObjects articles on the SAP Community Network	<p>http://www.sdn.sap.com/irj/boc/articles</p> <p>These articles were formerly known as technical papers.</p>

Information Resource	Location
Notes	https://service.sap.com/notes These notes were formerly known as Knowledge Base articles.
Forums on the SAP Community Network	https://www.sdn.sap.com/irj/scn/forums
Training	http://www.sap.com/services/education From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.
Consulting	http://www.sap.com/services/bysubject/businessobjectsconsulting Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.

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