

PUBLIC
SAP Crystal Reports
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SAP Crystal Reports Installation Guide

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Content

1 Document History. 3

2 Introduction. 4

3 Installation overview. 5

3.1 To download the installation program. 5

3.2 Installing SAP Crystal Reports. 6

3.3 To run a silent installation. 7

Command-line switch parameters. 8

To use a response file. 8

Installation option parameters. 10

4 Maintaining or uninstalling SAP Crystal Reports. 16

5 Upgrading SAP Crystal Reports components. 19

1 Document History

Version	Date	Description
SAP BusinessObjects Business Intelligence platform 4.3	June 2020	Added a link to KBA 1638102 - Installation Best Practices for Crystal Reports. See Installation overview [page 5]. Updated Command-line switch parameters [page 8].

2 Introduction

This document provides information, procedures, and options for the installation, removal, and modification of SAP Crystal Reports.

3 Installation overview

The SAP Crystal Reports 2020 (Crystal Reports) Installation Wizard works with Microsoft Windows Installer to guide you through the installation process. The Installation Wizard automatically recognizes your operating system and updates files as required.

For more information and best practices, refer to the Knowledge Base Article 1638102.

> **Note**
>
> When installating database driver information, make sure you install the 64-bit version, because Crystal Reports 2020 is a 64-bit application, unlike Crystal Reports 2016 and earlier versions which were 32-bit applications.

For information about installation requirements, refer to the *Product Availability Matrix* (PAM): https://service.sap.com/sap/support/pam

3.1 To download the installation program

Procedure

1. Go to Software Center.
2. On the *Installations and Upgrades* tab, click *By Alphabetical Index (A-Z)*.
3. Select *C* > *CRYSTAL REPORTS* > *CRYSTAL REPORTS 2020*.
4. Select *Installation and Upgrade* > *WINDOWS*.
5. Select the object titled *SAP Crystal Reports 2020*, and then follow the instructions on the website to download and extract the objects.

Results

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

3.2 Installing SAP Crystal Reports

You must have Administrator privileges on the computer that you plan to install Crystal Reports on. 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.

3.2.1 To install SAP Crystal Reports

Context

> ⓘ Note
>
> Before running the `setup.exe`, make sure to extract the download zip file to a hard drive. Do not run it directly from the zip file.

Procedure

1. Right-click `setup.exe` and click *Run as administrator*.
2. Choose a language for the setup program to use during the installation process.
3. 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.
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. Fill in the *Product Key* information and then click *Next*.

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

8. In the *Select Language Packages* dialog box, select the languages that you want to install, and then click *Next*.
   The *Select Install Type* dialog box appears.
9. 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. If you choose *Custom*, the *Select Features* dialog box appears.
     1. 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.

        If you want to know how much space is required for the install, click *Disk Cost*.
     2. Click *Next*.
     3. 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.

10. Click *Next*.
    The *Start Installation* dialog box appears.
11. Click *Next*.

    The installation process begins.
12. Click *Finish* to complete the installation.

3.3 To run a silent installation

Every option in the installation wizard can be read from a response file invoked at the command-line. This type of installation is called a silent install.

A response file is a text file containing installation option parameters in key-value format. When using a response file to give installation options, the installation program is run from the command-line with the `-r <<RESPONSE_FILE>>` parameter, where `<<RESPONSE_FILE>>` is the name of the response file.

The response file contains multiple installation options, with one installation option per line. In the following example, the response file is given as a parameter:

```
setup.exe [...] -r C:\response.ini [...]
```

> **Note**
>
> The installation program returns the cursor to the command-line prompt when it starts. To run the installation program from a script, or to force the installation program to wait to complete before returning to the command-line, use the Windows Command Interpreter `start /wait` command to invoke `setup.exe`.
>
> For example:
>
> ```
> start /wait setup.exe [<<COMMAND_LINE_OPTIONS>>]
> ```

> **Note**
>
> 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.

3.3.1 Command-line switch parameters

The following table lists the switch parameters that can be given to the installation program on the command-line to perform a silent installation.

Installation program command-line switch parameters

Switch parameter	Description	Example
`-w <<FILENAME>>`	Writes a response file to `<<FILENAME>>`, containing the options selected from the installation wizard.	`setup.exe -w "C:\response.ini"`
`-r <<FILENAME>>`	Reads installation options from a response file named `<<FILENAME>>`.	`setup.exe -r "C:\response.ini"`
`-r <<PRODUCT KEY NAME>>`	This parameter is the keyname of the product that is used to perform maintenance operations (e.g. add/remove features, or uninstall). Must be used together with `-r` parameter.	Uninstall Crystal Reports: `setup.exe -r response.ini -i crystalreports` Uninstall a Crystal Reports Patch: `setup.exe -r response.ini -i crystalreportspatch`

3.3.2 To use a response file

To use a response file, run the installation program with the `-r <<RESPONSE_FILE>>` parameter. The installation program reads all installation options from the response file, and no further input is required.

For example, the following command reads installation options from the response file `C:\response.ini`:

```
setup.exe -r C:\response.ini
```

To override an installation option in a response file, give that option on the command-line. Installation options given on the command-line take precedence over the options in the response file. For a complete list of installation options, see Installation option parameters [page 10].

3.3.2.1 To write a response file

Context

Follow these steps to create a `response.ini` file for a Crystal Reports response file silent installation.

Procedure

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" 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.

Results

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

> **Note**
>
> When creating a response file with the GUI installation program, the license key and any passwords entered via the GUI are not written to the response file in plain text format. You must replace the starred entries (********) with your license key or passwords before performing a silent installation.

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-XXXXXXX-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"
### Available features
features="crw,Access,XML"
```

> **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`

3.3.2.2 To read a response file

Context

A response file installation is started on the command-line, but installation options are read from a ASCII text file with the options stored in key-value format.

When an option is given both on the command-line and in a response file, the command-line options take precedence over the response file options. This allows an administrator to override an option in a response file when required.

Procedure

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.

3.3.3 Installation option parameters

The following table lists the most common parameters that can be used to select installation options in response files.

> **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, the desktop client will be installed into the default `<INSTALLDIR>` directory.	`installdir="C:\Program Files\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: - *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`	The features available on the feature tree. **Note** To select features, you have to set `installtype` to *Custom*. The feature values are listed in a separate table. **Note** Separate features with a comma (,).	`features="crw,Access,XML"`
`disablejre`	• `1` (Disable JRE installation) • `0` (Enable JRE installation) **Note** When `disablejre` is set to 1, the following will not be installed: • JDK • Siebel • JDE • Salesforce • XML exporter	`disablejre=1`
`-q`	Performs a "quiet" or background installation; no prompts are displayed.	
`-r`	Runs the installation from a previously created response.ini file.	`setup.exe -r C:\response.ini`
`-w`	Creates a response.ini file and writes it to the specified destination.	`setup.exe -w C:\response.ini`

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

Language value	Description
es	Spanish
zh_CN	Simplified Chinese
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

Feature parameters

This table lists some of the more common values that are used for the feature parameters. Other parameters may also be available.

Feature	Description
Access.DataDirect7	Access
ADO.NET	ADO.NET
BDE	IDAPI Database DLL
Btrieve	Pervasive Database Driver (Betrieve)
COMData	COM Data Provider
CrystalReportsRoot	Crystal Reports
crw	Crystal Reports Designer
DataAccess	Data Access

Feature	Description
DB2	IBM DB2
dBase	dBase
EBS	Oracle E-Business Suite
Exchange	Microsoft Exchange
FieldDefinitions	Field Definitions
FileSystem	File System
HPNeoview	HP Neoview
Informix	Informix
IntegrationOptions	Integration Options
JavaData	Java Data Provider
JDBC	JDBC Data Driver
JDE	JD Edwards EnterpriseOne
Mapping	Geographic Mapping
MicrosoftMail	Microsoft Mail Destination
MicrosoftOutlook	Microsoft Outlook
MyCube	OLAP Cube
MySQL_DataAccess	MySQL
NCRTeradata	NCRTeradata
NETEZZA	NETEZZA
NTEventLog	NT Event Log
OLE_DB_Data	OLE DB Data
OptionalDataDirectODBC.DataDirect7	DataDirect ODBC
Oracle	Oracle
PGEditor	Custom Charting
Progress.OpenEdge	Progress OpenEdge
PSFT	Peoplesoft Enterprise
SAP	SAP Solutions
SFORCE	Salesforce.com Driver
SIEBEL	Siebel
Sybase	Sybase
SymantecACT	ACT!
Universe	BusinessObjects Universe

Feature	Description
UploadWizard	Report upload Wizard
UWSC	Universal Web Services Connector
WebActivityLog	Web Activity Log
XML	XML Driver

4 Maintaining or uninstalling SAP Crystal Reports

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

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

4.1 To modify SAP Crystal Reports

Procedure

1. Press the Windows key, type **`Control Panel`** into the search box of the Start menu, and press `Enter`.
   The *Control Panel* window opens.
2. Double-click *Add or Remove Programs*.
   The *Add or Remove Programs* dialog box opens.
3. Select *Crystal Reports 2020* and click *Change/Remove*.
   The *Crystal Reports 2020 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.

4.2 To repair SAP Crystal Reports

Procedure

1. Press the Windows key, type **`Control Panel`** into the search box of the Start menu, and press `Enter`.
   The *Control Panel* window opens.
2. Double-click *Add or Remove Programs*.
   The *Add or Remove Programs* dialog box opens.
3. Select *Crystal Reports 2020* and click *Change/Remove*.
   The *Crystal Reports 2020 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.

4.3 To uninstall SAP Crystal Reports

Context

> **Note**
>
> Silent Uninstall option is not available.

Procedure

1. Press the Windows key, type **`Control Panel`** into the search box of the Start menu, and press `Enter`.
   The *Control Panel* window opens.
2. Double-click *Add or Remove Programs*.
   The *Add or Remove Programs* dialog box opens.
3. Select *Crystal Reports 2020* and click *Change/Remove*.
   The *Crystal Reports 2020 Setup* dialog box appears.
4. Click *Remove* and then click *Next*.
   The *Uninstall Confirmation* dialog box appears.
5. Click *Next*.

   Wait while files are removed and the necessary configuration is carried out.
6. Click *Finish*.

The Crystal Reports application has been uninstalled, and you are returned to the *Add or Remove Programs* dialog box.

5 Upgrading SAP Crystal Reports components

If you have purchased an upgrade product activation keycode, you will find that the installation program does not remove your previous version of Crystal Reports. In general, upgrading Crystal Reports components provides you with a side-by-side installation (that is, an installation in which you can run either your old or new version of Crystal Reports).

> **Note**
>
> Crystal Reports side-by-side installation is supported when upgrading from Crystal Reports XI R2, Crystal Reports XI, Crystal Reports 10, Crystal Reports 9, or Crystal Reports 2008.

This side-by-side behavior applies to Crystal Reports and the various Software Development Kits (SDKs). However, Visual Studio integration is not side by side; only one version of Crystal Reports can be integrated into the Visual Studio .NET IDE at any given time.

> **Note**
>
> For further information that may pertain to your reporting environment, consult the Release Notes included with your product distribution.

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