

## Crystal Reports 2008 Service Pack 2 Fixed Issues

This Service Pack can only be applied on top OF Crystal Reports 2008 SP1. This Service Pack includes all Crystal Reports 2008 FixPacks up to 1.5. If you install Crystal Reports 2008 SP2 in top of FixPack 1.6 or later, reinstall the latest Crystal Reports 2008 2.x FixPack. Each machine in your deployment must be updated separately with the patches you require. A separate patch is available for each BusinessObjects product that has a standalone installation.

Intended for users of Crystal Reports 2008, this document lists known issues in previous versions of this software that are resolved with this release.

Crystal Reports includes many shared components. When a file is updated to address an issue in another product, that issue will appear in this list, even though it is unrelated to normal Crystal Reports usage.

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## Crystal Reports 2008 SP2

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### ADAPT00278233

**Description:**

Text objects or database fields that span over multiple lines in Crystal Reports, and that are right-aligned (without the use of hard or soft returns), fail to maintain their alignment when the report is exported to PDF format.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crxf_pdf.dll
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**Known Limitations:**

### ADAPT00841204

**Description:**

When using the BusinessObjects Enterprise XI Release 2 COM SDK to retrieve data from the Crystal Management Server (CMS) repository, using the function `SecurityInfo.getAnyPrincipal()`, a memory leak starts and, over time, the server may terminate unexpectedly.

The cause of the problem is that `SecurityInfo.getAnyPrincipal()` uses memory each time it is invoked and fails to release it. The function uses a cache in COM SDK to store all the security info queried back from CMS. The cache is never emptied.

**New Behavior:**

This problem is resolved.

To solve the problem, when an item is added to the cache map, the following checks are done:

- 1) Determine when the last clean-up operation was done, to ensure clean-up work of the cache happens every five minutes.
- 2) If five minutes have passed since the last clean-up, check whether the size of the map is greater than 50000kb. Note that 50000KM is intended as a threshold point for clean-up, not a setting for the maximum cache size. The maximum storage capacity of the cache is approximately 200M.
- 4) If the above two conditions are true, time-expired items will be removed from the cache map.

**Modified Components:**

Windows	AuditProxyService.dll
	EnterpriseFramework.dll
	InfoStor.dll

**Known Limitations:**

### ADAPT00857640

**Description:**

An incorrect error message appears when users log in through LDAP with an invalid user name, password, or a disabled account.

The error message is as follows: "Account Information Not Recognized: Invalid username or password. If your account is under any root other than DC=xxxx, DC=xxxxx, you must enter your DN".

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	
	cecore.jar
	secLDAP.dll
	stringres120_en.dll
	stringres120_fr.dll
	stringres120_ja.dll
	strings_201_de.dll
	strings_201_en.dll
	strings_201_es.dll
	strings_201_fr.dll
	strings_201_it.dll
	strings_201_ja.dll
	strings_201_ko.dll
	strings_201_nl.dll
	strings_201_pl.dll
	strings_201_pt.dll
	strings_201_ru.dll
	strings_201_sv.dll
	strings_201_zh_CN.dll
	strings_201_zh_TW.dll

**Known Limitations:**

## ADAPT00915680

**Description:**

When users migrate from Crystal Enterprise 10 to Business Objects Enterprise XI Release 2, the data sources fail to be switched to the new server, and they continue to point to the Crystal Enterprise 10 server.

The cause of the problem is that the Crystal Management Server name component of the datasource string fails to be updated.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	
	CRPlugin.dll

**Known Limitations:**

## ADAPT00940559

**Description:**

When the ActiveX viewer is used in InfoView, and the Search feature in a Crystal report is used to find content in a non-English language, the search function is unable to return more than one page of results.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	swebrs.dll
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**Known Limitations:**

## ADAPT01038487

**Description:**

If the universe has two restrictions for a user and is linked to a core universe, the user cannot view or schedule the report that is created by this core universe.

When this situation happens, a connection error message appears.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01086208

**Description:**

When a Crystal report is based on a temp table that has been created in SQL 2005, the following error message appears: "Invalid argument".

This problem does not happen in Crystal Reports XI Release 2.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crdb_odbc.dll
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**Known Limitations:**

## ADAPT01095757

**Description:**

Crystal Reports Designer fails to verify the database when the main report and its subreport are based off an Oracle stored procedure.

The following error message appears: "Cannot determine the queries necessary to get data for this report. Details: An invalid data type has been encountered."

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01096358

**Description:**

When Siteminder is used to provide security to a BusinessObjects Enterprise website, but Siteminder SSO is not in use, error messages appear when users view reports.

**New Behavior:**

This problem is resolved.

To solve the problem, Business Objects Enterprise checks to see if a valid login token exists before attempting to use Siteminder to log in to the system.

**Modified Components:**

Windows	ReportSourceBridge.dll
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**Known Limitations:**

## ADAPT01098510

**Description:**

In Crystal Reports 2008 SP0, users are unable to connect to a MySQL database when a hyphen (-) is used in the name of the database.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crdb_odbc.dll
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**Known Limitations:**

## ADAPT01104712

**Description:**

When a Crystal Reports 2008 report is exported to Excel (data only), an error message appears if the function GridRowColumnValue is used in the report.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	
	craxddrt.dll
	crpe32.dll
	crw32.exe
	crxf_html.dll
	crxf_pdf.dll
	crxf_rtf.dll
	crxf_wordw.dll
	crxf_xls.dll
	crxf_xml2.dll
	u2dapp.dll
	u2ddisk.dll
	u2dmapi.dll
	u2dnotes.dll
	u2dpost.dll
	u2dvim.dll
	u2fcr.dll
	u2fodbc.dll
	u2frdef.dll
	u2frec.dll
	u2fsepv.dll
	u2ftext.dll
	u2fxml.dll

**Known Limitations:**

## ADAPT01106844

**Description:**

When a Web Intelligence document runs with a syntax error in a Universe filter, the Web Intelligence server fails.

**New Behavior:**

The syntax error is now detected properly. The server does not fail.

**Modified Components:**

Windows	
	dbd_essbase.dll

**Known Limitations:**

## ADAPT01108205

**Description:**

A long string (more than 249 characters) is cut off when copy and paste it into the WebIntelligence Prompt.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	lov.js
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**Known Limitations:**

## ADAPT01110488

**Description:**

Stored procedure exceptions generate an incorrect error message in Crystal Reports for BusinessObjects Enterprise XI Release 2.

The error message that is generated is as follows: "Database Connecton Error: ADO Error Code 0x." In Crystal Reports 10, a correct error message is displayed.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crdb_ado.dll
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**Known Limitations:**

## ADAPT01120036

**Description:**

When viewing a Crystal Report in InfoView, with the option Preferred Viewing Locale set to French, the MonthName function displays the name of the month in English instead of French.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01121923

**Description:**

A report may prompt users for login information if the report uses a parameter and the option "Save Data with Report".

This problem happens with reports that are imported from Crystal Enterprise 10 to a Business Objects Enterprise XI Release 3.0 system. If the report is scheduled with the same numeric values that were used for the parameters, the instance is successful; however, when viewing it users are prompted for login information.

**New Behavior:**

This problem is resolved.

**Modified Components:****Windows**

CRPlugin.dll

**Known Limitations:**

To enable this fix, after this HotFix is installed, users must re-import the reports and instances.

## ADAPT01122323

**Description:**

In Crystal Reports 2008, when creating an OLAP report against SQL Server Analysis Services 2005 cubes, named sets are missing in the Member Selector pane.

This problem happens when the attribute use a name that does not match the name used for the dimension. For example, named set based [Date].[Date] works but named set based on [ShipDate].[Date] is missing.

**New Behavior:**

The problem is solved.

The named sets appear under the Favorites folder of Member Selector pane.

**Modified Components:****Windows**

sofa\_odbo.dll

**Known Limitations:**

## ADAPT01128724

**Description:**

Crystal Reports 2008 displays the following error message if users edit a query in a command table: "Invalid argument provided".

**New Behavior:**

This problem is resolved.

**Modified Components:****Windows**

crdb\_odbc.dll

**Known Limitations:**

## ADAPT01130451

**Description:**

The error message "missing parameter values error" appears when Crystal reports that use optional parameters are exported using the .NET SDK.



**New Behavior:**

This problem is resolved.

To solve the problem, before exporting the report, users must set the value of optional parameters to true as follows:  
`boReportDocument.ParameterFields["Customer ID"].CurrentValues.IsNoValue = true;`

**Modified Components:**

Windows	CrystalDecisions.CrystalReports.Engine.dll
	dtsagent.dll

**Known Limitations:**

## ADAPT01130474

**Description:**

When scheduling a report based on Sybase Server connection, the following error message appears: "The request could not be submitted for background processing".

This problem is caused by a memory leak in the connectivity components.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crdb_p2bact3.dll
	crdb_p2bbde.dll
	crdb_p2bbtrv.dll
	crdb_p2bxbse.dll
	crdb_p2sacl.dll
	crdb_p2sevta.dll
	crdb_p2sevtc.dll
	crdb_p2sexsrn.dll
	crdb_p2sexsrp.dll
	crdb_P2sifmx.dll
	crdb_p2smapi.dll
	crdb_p2smapilegacy.dll
	crdb_p2smsiis.dll
	crdb_p2snote.dll
	crdb_p2soutlk.dll
	crdb_p2srepl.dll
	crdb_p2ssyb10.dll
	crdb_p2strack5.dll
	crdb_p2strack.dll
	crdb_p2swblg.dll
	crdb_pc.dll

**Known Limitations:**

## ADAPT01134592

### Description:

In HTTPS mode, when opening a Crystal report document that contains embedded Flash components, a message warning about mixed content appears.

### New Behavior:

This problem is resolved.

### Modified Components:

Windows	webreporting.jar
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### Known Limitations:

## ADAPT01135010

### Description:

When the OpenDocument statement is used with a parameter in a URL, the prompt dialog box fails to appear, and then the following error message appears: "Error: Information is needed before this report can be processed."

### New Behavior:

This problem is resolved.

### Modified Components:

Windows	webreporting.jar
	webreporting-jsf.jar

### Known Limitations:

## ADAPT01135561

### Description:

When the default cluster name is changed, client applications can not login using @cluster\_name.

### New Behavior:

This problem is resolved.

### Modified Components:

Windows	AuditProxyService.dll
	EnterpriseFramework.dll
	InfoStor.dll

### Known Limitations:

## ADAPT01138335

### Description:

In Crystal Reports 2008, reports are not always printed with the correct paper size or orientation when the Microsoft XPS driver is used.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01139714

**Description:**

Access levels cannot be copied through the CMC.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	cecure.jar
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**Known Limitations:**

## ADAPT01141962

**Description:**

In WebIntelligence, when the drill mode is enabled on a document, if you refresh the reports or cancel the refresh, and switch report tabs multiple times, the following errors are displayed:

--An internal error occurred while calling 'getBlob' API. (Error: ERR\_WIS\_30270)

--An internal error occurred while calling 'getMap' API. (Error:ERR\_WIS\_30270)

**New Behavior:**

The reported cause of this problem is resolved.

**Modified Components:**

Windows	Viewer.js
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**Known Limitations:**

This error can still appear due to

Using wrong combination of drill filter, for which report is not able to retrieve data from database.

Reports that we have created for the test has illogical relationship of data while drilling but that is expected.

## ADAPT01142809

**Description:**

In InfoView, when opening a Crystal report document which has a crosstab with an Embedded Summary at the report footer, the following error message appears:"Print Engine Error".

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01148797

**Description:**

When loading or refreshing a Crystal Report in a Crystal Reports 2008 .Net Windows application, there is no indication if the report is still processing; the user sees a regular cursor and the viewer freezes until the report is refreshed.

**New Behavior:**

This problem is resolved.

To solve the problem, when loading or refreshing a report, the cursor in the Winform viewer changes to an hourglass image, indicating that the viewer is busy and will not respond to user actions until the loading or refreshing has completed.

**Modified Components:**

Windows	CrystalDecisions.Windows.Forms.dll
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**Known Limitations:**

## ADAPT01148875

**Description:**

When users update the parameter value for a new scheduled task in Java InfoView, the following error message appears: "FWM 02050".

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	cecure.jar
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**Known Limitations:**

## ADAPT01150426

**Description:**

Users are unable to log in to BusinessObjects InfoView after LDAP groups have been mapped with Sun Directory Server Enterprise 6.0. The following issues happen :

- Users from referral server in dynamic group are unable to log in to InfoView.
- Users from a 2-hop referral server in a static group are unable to log in to InfoView.

This problem happens only with Sun Directory Server Enterprise 6.0.

**New Behavior:**

This problem is resolved.

To enable this fix, note that user accounts that are outside of the Base LDAP Distinguished Name group must use a Fully Distinguished Name (DN) to log in to InfoView.

For example, the Base LDAP Distinguished Name is : "o=company,c=us"

The full DN for user1 in "o=company, c=ca" is "uid=user1,ou=users,o=company,c=ca".

**Modified Components:**

Windows	cecure.jar
	secLDAP.dll

**Known Limitations:**

## ADAPT01151203

**Description:**

The value returned from a pop-up calendar control in a Web Intelligence report prompt is in Date format.

**New Behavior:**

This problem is resolved. The value returned from the pop-up calendar control is now in Datetime format.

**Modified Components:**

Windows	calendar.js
	Calendar.js

**Known Limitations:**

The value returned from the pop-up calendar control is in Datetime format.

## ADAPT01153670

**Description:**

Dynamic prompts display a value instead of a description in the Preview panel.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crw32.exe
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**Known Limitations:**

## ADAPT01154787

**Description:**

The Web Intelligence report server freezes when too many job schedules are running concurrently. This deadlock occurs when two or more WebI threads concurrently attempt to access locale language information within a WebI document and universe.

**New Behavior:**

This problem is resolved.

**Modified Components:****Windows**

cpi18n.dll

**Known Limitations:**

## ADAPT01157526

**Description:**

When reporting on Pervasive 10 Date fields, the report fails to refresh and retrieve data from the database.

This problem happens when using OLEDB.

**New Behavior:**

This problem is resolved.

**Modified Components:****Windows**

crdb\_ado.dll

**Known Limitations:**

## ADAPT01158917

**Description:**

When using the Java viewer to print a Crystal report from InfoView in landscape format, the report fails to be positioned within the page margins causing part of the report to not print.

This problem happens with reports whose page size is set to A4.

**New Behavior:**

The problem is resolved.

**Modified Components:****Windows**

ReportViewer.jar

**Known Limitations:**

## ADAPT01160285

**Description:**

In Crystal Reports 2008, OLAP grids display incorrect values for measures that use a BigInt data type.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01163416

**Description:**

On systems that use multiple RAS servers, the following error message may appear when users click a button in a report: "The document has not been opened."

This problem is caused by a serialization issue with the ReportClientDocument on BusinessObjects Enterprise. The problem happens when the report is handled by a RAS server other than the one used to create the report job.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	sacommlayer.dll
	sacorbaadapter.dll

**Known Limitations:**

## ADAPT01163515

**Description:**

In a Crystal report, the crosstab headers are left-aligned when viewed from InfoView.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	webreporting.jar
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**Known Limitations:**

## ADAPT01163999

**Description:**

In InfoView, preference "Use browser locale", for the "Preferred Viewing Locale" option, is not applied when creating a Web Intelligence report.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	cpu18n.dll
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## Known Limitations:

### ADAPT01164166

#### Description:

Hebrew characters fail to display correctly in Universe Designer, Web intelligence, or Voyager when connecting to non-unicode SAP systems that use codepage 1810.

#### New Behavior:

This problem is resolved.

#### Modified Components:

Windows	sofa_sap.dll
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## Known Limitations:

### ADAPT01164579

#### Description:

Some specific passwords fail to allow login with Desktop Intelligence connecting in 3-tier mode through the J2EE portal, whereas the same user account with the same password is able to log into Desktop Intelligence when connecting in 3-tier mode through the .NET portal.

#### New Behavior:

The issue is resolved.

#### Modified Components:

Windows	encrypt.jar
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## Known Limitations:

### ADAPT01165268

#### Description:

In Crystal Reports, a running total applied to a field will return zeros instead of "null" when the condition is not satisfied.

#### New Behavior:

This problem is resolved.

#### Modified Components:

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

## Known Limitations:

### ADAPT01167629



**Description:**

In Universe Designer, when connecting to a database using an account that has full rights on all tables in all databases, users should be able to display tables from different databases if they change the connection of the universe, and tables should not be duplicated from a database to another one.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	
	connection_definition.dtd
	connection_description.dtd
	cscheck_en.bin
	cscheck.exe
	cschecklocales.dtd
	cschecklocales.xml
	cscheckresults.dtd
	cscheck.xml
	dbd_ctlib12.dll
	dbd_ctlib.dll
	dbd_essbase.dll
	dbd_ifxcli.dll
	dbd_odbc3.dll
	dbd_odbc.dll
	dbd_oeodbc.dll
	dbd_tdodbc.dll
	dbd_wifxcli.dll
	dbd_wodbc3.dll
	dbd_wodbc.dll
	dbd_woeodbc.dll
	dbd_wtdodbc.dll
	dbparameters.dtd
	dbparameters_localization.dtd
	essbaseen.cod
	essbase.prm
	essbase.rss
	essbase.sbo
	essbase.setup
	informix.crs
	informixen.prm
	informix_odbc.setup
	informix.prm
	informix.rss
	informix.sbo
	inquiry_out.dtd
	mysql_jdbc.setup
	mysql_odbc.setup
	neoview_odbc.setup
	netezza_jdbc.setup

Windows	netezza_odbc.setup
	odbc2.setup
	odbc3.setup
	progress_jdbc.setup
	progress_odbc.setup
	sbo.dtd
	strategy.dtd
	strategy_localization.dtd
	sybase.crs
	sybaseen.cod
	sybaseen.prm
	sybaseen.stg
	sybase.prm
	sybase.rss
	sybase.stg
	teradataen.prm
	teradataen.stg
	teradata_jdbc.setup
	teradata_odbc.setup
	teradata.prm
	teradata.rss
	teradata.sbo
	teradata.stg

**Known Limitations:**

## ADAPT01168182

**Description:**

The underlining of hyperlink text in a crosstab row header fails to run the entire length of the text in the hyperlink in an HTML preview.

**New Behavior:**

This problem is resolved.

To solve the problem, users must install the latest SP2 patch from this path:

\\build-drops-vc\DropzoneV12\Titan\Titan\_SP\_COR\196\_greatest\win32\_x86\release\patches\CrystalReports

**Modified Components:**

Windows	webreporting.jar
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**Known Limitations:**

## ADAPT01168940

**Description:**

The Web (DHTML) viewer freezes when displaying a report that contains many group tree nodes.

**New Behavior:**

This problem is resolved.

To solve the problem, the Group Tree pane can load in increments of 25 nodes. Users are given control of the viewer while the group tree loads the remaining nodes.

**Modified Components:**

Windows	allInOne.js
	crv.js
	palette.js
	PrintControl.cab
	ToolPanel.js

**Known Limitations:**

## ADAPT01170330

**Description:**

Exporting a Crystal report to Excel, in Data-only format, may fail if the report has more than 40,000 records.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	crxf_xls.dll
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**Known Limitations:**

## ADAPT01170517

**Description:**

The "Import Full Name and Email Address" option on Windows AD Authentication page in the Central Management Console (CMC) fails to update names and email addresses for Active Directory authenticated users.

This problem happens with user accounts that have been migrated from previous versions of Business Objects Enterprise.

**New Behavior:**

This problem is resolved.

To solve the problem, the Import Wizard sets the correct property value on the user objects during migration.

**Modified Components:**

Windows	User.dll
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**Known Limitations:**

To enable this fix, the migrated user accounts must be re-migrated using the Import Wizard.

## ADAPT01171566

**Description:**

When using Impersonate Security with a customized application, Crystal reports fail to retrieve data.

**New Behavior:**

This problem is resolved.

**Modified Components:****Windows**

crdb\_ado.dll

**Known Limitations:**

## ADAPT01172734

**Description:**

A Crystal report in a .NET Windows application shows the original graphic image instead of the image from the HTTP source address.

**New Behavior:**

This problem is resolved.

**Modified Components:****Windows**

libcurl.dll

**Known Limitations:**

## ADAPT01174632

**Description:**

When using the Import Wizard to import content from a Linux system, an import from the BIAR file may fail, and the following error message may appear: "Query string is larger than query strength limit".

**New Behavior:**

This problem is resolved.

**Modified Components:****Windows**

biarengine.jar

**Known Limitations:**

## ADAPT01175349

**Description:**

The Group Tree node plus signs fail to be displayed in .NET web applications, even when the node has content to expose.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows

CrystalDecisions.Web.dll

## Known Limitations:

### ADAPT01176442

#### Description:

When running a Crystal report based on a direct connection to a Pervasive 2000 database using a .NET SDK application, the following error message appears: "The table could not be found".

This problem happens when the option "Verify on first refresh" is enabled. The cause of the problem is that Crystal Reports is unable to find the Pervasive drivers in the Crystal Reports win32\_x86 directory to verify the database.

#### New Behavior:

This problem is resolved.

#### Modified Components:

Windows

p2ctbtrv.dll

## Known Limitations:

### ADAPT01177138

#### Description:

The method of using the BusinessObjects Enterprise BIAR Engine API to import a BIAR file programmatically and modify universe connection information does not support universe connections with a JDBC network layer.

#### New Behavior:

A new method is added to accommodate JDBC universe connections. The following is an example of the syntax to use the new method:

```
// Example on how to use the new DataConnection info object API for JDBC connectivity
import com.businessobjects.sdk.plugin.desktop.DataConnection.IDataConnection;
IDataConnection dc = (IDataConnection)om.read(CUID);
dc.setUVRdmsName("MySQL 5");
dc.setUVNetworkLayer("JDBC");
dc.setUVJDBCConnectionInfo(userName, password, dbServer, dbName, jdbcClass, jdbcURL, dataBase);
```

// For example this call demonstrates the usage for JDBC with MS SQL Server 2005

```
dc.setUVJDBCConnectionInfo("sa",
    "Sea1212Sea",
    "khulna:3456",
    "master",
    "com.microsoft.sqlserver.jdbc.SQLServerDriver",
    "jdbc:sqlserver://khulna;DatabaseName=master" ,
    "MS SQL Server 2005");
```

#### Modified Components:

Windows

cereports.jar

## Known Limitations:

### ADAPT01178172

**Description:**

When a value containing a semicolon is selected in a prompt in Web Intelligence Interactive mode, Web Intelligence returns the message "No data to retrieve from <query\_name>".

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	prompts.js
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**Known Limitations:**

## ADAPT01181134

**Description:**

When users create a Web Intelligence document with the universe which is built based on SAP data, it fails to display correct values for some Date objects. This problem occurs when users have a timezone of 'GMT-x hours' on the machine where BusinessObjects Enterprise is installed.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	dbd_essbase.dll
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**Known Limitations:**

## ADAPT01184983

**Description:**

When the Select Expert or Formula Editor is used, some data may not be returned.

The problem is caused by a rounding error that may prevent data from being returned from the database.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01185204

**Description:**

The server terminates unexpectedly when processing scheduled and On Demand Crystal reports.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01186044

**Description:**

The text alignment option Right Justify fails to work in the Crystal Reports.NET viewer for Asian fonts.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	CrystalDecisions.Shared.dll
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**Known Limitations:**

## ADAPT01186225

**Description:**

Text is truncated when a Crystal report is exported to RTF format.

**New Behavior:**

This problem is resolved.

To enable this fix, users must add the following registry key:

```
[HKEY_CURRENT_USER\Software\Business Objects\Suite 12.0\Crystal Reports\Export\RTF]  
"ReduceFontSizeBy"="5"
```

**Modified Components:**

Windows	crxf_rtf.dll
	crxf_wordw.dll

**Known Limitations:**

## ADAPT01186575

**Description:**

The following HTML tags fail to be rendered in Crystal Reports with their intended formatting: <ol>, <ul>, <li>, and <strong>.

**New Behavior:**

This problem is resolved.

To solve the problem, the HTML tags are rendered with their designated formatting as follows:

- <strong> renders text in bold type, matching how text is rendered when the <b> tag is applied.
- <li> renders a list item within the <ol> or <ul> tags.
- <ol> renders an ordered list. The list can be numerical or alphabetical: <ol> adds an index (1,2,3 or A,B,C) before the <li> tag that is contained within <ol>.
- <ul> renders an unordered, bulleted list. The bullets can be squares or circles.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01187176

**Description:**

A Visual Studio .NET application returns a selection formula without the 'NOT' parameter if the Crystal report uses the "NOT IsNull" function in the record selection formula.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**

## ADAPT01187294

**Description:**

When editing a Command Object in Crystal Reports that uses a parameter, an additional value that contains a distorted Chinese character is inserted to the parameter.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows	craxddrt.dll
	crpe32.dll
	crw32.exe

**Known Limitations:**



**ADAPT01189599****Description:**

Windows 64 cannot successfully schedule OLAP reports that are created in a copy of Crystal Reports 2008 that is based on MSAS 2005.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows

sofa\_odbo.dll

**Known Limitations:****ADAPT01191985****Description:**

The Oracle client ConnectInit parameter is cleared in the Universe connection after the SDK method DataConnection is used to update the service information on the Oracle Client.

**New Behavior:**

This issue is resolved.

To solve the problem, changes have been made to the API. Here is an example showing how to use the new API:

```
if (dc != null) {
    dc.setUVRdmsName(RDMSName);
    dc.setUVNetworkLayer(networkLayer);
    //Use the following to update the specified info, it will keep the Pool Mode/PoolTimeout/ArrayFetchSize/ArrayBindSize/
logtimeout/connectInit values
    dc.setUVConnectionInfo(userName, password, server);

    // use the following API to update all information
    // setUVOracleConnectionInfo(String userName, String password, String datasource, String connectInit, int arrayBindSize, int
    // arrayFetchSize, String hint, String poolMode, int poolTime, int logTimeOut)
    // For example: dc.setUVOracleConnectionInfo(userName, password, server, "", 32767, 250, "", "Pooling", 10, 600);
    objectManager.update(dc);
}
```

**Modified Components:**

Windows

cereports.jar

**Known Limitations:****ADAPT01195431****Description:**

When reporting off Salesforce.com using the Salesforce.com 3.0 driver for Crystal Reports against tables, certain database fields are not displayed.

**New Behavior:**

This problem is resolved.

**Modified Components:**

Windows

CRDBSForceServer.jar

## Known Limitations:

## ADAPT01195620

### Description:

The Umlaut character in Comma Separated Values (CSV) fails to be exported properly to Excel format from the Crystal Reports 2008 Designer.

### New Behavior:

This problem is resolved.

To solve the problem, after installing SP2, users must make changes in the registry:

The Dword registry key is as follows:

HKEY\_CURRENT\_USER\Software\Business Objects\Suite 12.0\Crystal Reports\Export\CSV\IncludeUTF8BOM

### Note:

- If the registry "IncludeUTF8BOM" does not exist, the CSV file will fail to contain the BOM characters.
- If the registry "IncludeUTF8BOM" exists, the CSV file will fail to contain the BOM characters whether or not the value is "0".

## Modified Components:

Windows

u2fsepv.dll

## Known Limitations:

Due to a limitation in Microsoft Excel, to view correct rendering of the Umlaut character users must start Excel and open the CSV file. If users view the CSV file by double-clicking it, the Umlaut characters will fail to appear.

## ADAPT01196652

### Description:

Data is truncated in a Crystal report that is printed in landscape format from the Java Viewer.

### New Behavior:

This problem is resolved.

## Modified Components:

Windows

ReportViewer.jar

## Known Limitations:

## ADAPT01197027

### Description:

The option "Send To email" fails to send a Web Intelligence document as an attachment in .NET InfoView.

### New Behavior:

This problem is resolved.

## Modified Components:

Windows

Webi.dll

## Known Limitations:

### ADAPT01197748

#### Description:

When copying a class that contains a filter in a universe based on an SAP BW Query in Designer, the copied filter still refers to the original class. Therefore when running a Web Intelligence report on the universe after modifying the MDX of the copied filter to point to the copied class, the prompts do not display two columns of information (ID and description), as compared to a Web Intelligence report based on the original class.

#### New Behavior:

The problem is resolved.

#### Modified Components:

Windows	Designer.dll
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## Known Limitations:

### ADAPT01197989

#### Description:

Reports may take excessively longer to display in a Crystal Reports .NET application compared to the same report previewed in the Crystal Reports Designer.

This problem happens with reports that have several sub-reports and several thousands of pages. The cause of the delay is that sub-reports have many group instances, and the print engine must analyze the report for the group instance of every sub-report instance.

#### New Behavior:

This problem is resolved.

With this fix, the performance on Crystal Reports .NET applications is similar to that of Crystal Reports 2008.

#### Modified Components:

Windows	crpe32.dll
	crw32.exe

## Known Limitations:

### ADAPT01201811

#### Description:

In .Net InfoView, an unspecified error from the "Send To" menu appears when users upgrade from BusinessObjects Enterprise XI Release 2 to BusinessObjects Enterprise XI 3.1.

#### New Behavior:

This problem is resolved.

#### Modified Components:

Windows	Server.dll
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## Known Limitations:

### ADAPT01201901

#### Description:

Scheduling a Web Intelligence report using JSP fails when the report contains prompts based on a primary key. The following error is displayed: "A database error occurred. The database error text is: [Microsoft] [ODBCMicrosoftAccessDriver] Datatype mismatch in criteria expression (WIS 10901)".

#### New Behavior:

This problem is resolved.

#### Modified Components:

Windows

ceutils.jar

## Known Limitations:

### ADAPT01203086

#### Description:

When inserting a comment in an Excel file that has been exported from Crystal Reports Designer, Excel terminates unexpectedly.

#### New Behavior:

This problem is resolved.

#### Modified Components:

Windows

crxf\_xls.dll

## Known Limitations:

### ADAPT01208382

#### Description:

Users are unable to set the attribute EnableUseCaseInsensitiveSQLData for Report Options using the RAS API in Crystal Reports .NET.

#### New Behavior:

This problem is resolved.

#### Modified Components:

Windows

dtsagent.dll

## Known Limitations: