



Crystal Reports 2008 SP1 Release Notes

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Contents

Chapter 1	Installation Issues	7
	Oracle on 64-bit systems.....	8
	Windows XP security update conflict.....	8
	Unhelpful error message when installing without sufficient privileges.....	8
	Repair option does not fix the Crystal Reports 2008 for Visual Studio components.....	8
	Mapping is not supported on Vista.....	9
Chapter 2	Workflow Issues	11
	Cannot refresh Oracle reports in .Net viewer.....	12
	CrystalReports.com does not support embedded Flash.....	12
	Charts based on cross-tabs.....	12
	Distinct Count and Count summaries have integral precision.....	12
	Date and time format separators.....	12
	DHTML response times.....	13
	Older versions of Crystal Reports cannot open reports with Flash objects.....	13
	Options to Create Blank and Selection for Calculation not available.....	14
	No Upper Bound and No Lower Bound options display as 0.....	14
	Optional parameters appear the same as mandatory parameters.....	14
	Prompting for parameters during save.....	15
	Reports do not appear in local language.....	15
	Sort control does not work in sub-reports.....	15
	Cannot save reports with special characters to CrystalReports.com.....	15
	Sub-report views close.....	15
	OLAP reports created in previous Crystal Reports versions.....	16
	Universe-based Crystal reports.....	16

Contents

	Crystal Reports and Universes - Platform Support Clarifications	16
	Flash objects in a report may print using original settings.....	17
	Teradata 12 ODBC on Solaris does not work with pageserver.....	17
	URL Reports not displaying.....	17
Chapter 3	Display Issues	19
	Limited barcode field width.....	20
	Boolean groups are not supported in Interactive Parameter panel.....	20
	Flash on Safari and MAC OS.....	20
	Viewing reports with Safari on Mac OS.....	20
	Disabled OK button in Bind Sort dialog.....	20
	Missing toolbar and group tree.....	20
	Range values parameters.....	21
	Software Update dialog not translated when using Unicode languages....	21
	SWF content is not editable.....	21
	Adobe Reader 9 may not display default image.....	21
	Calendar dialog language.....	21
	Changing Product Locale or Preferred Viewing Locale.....	22
	OLAP user interface displays in English.....	22
Chapter 4	Data Issues	23
	Access 2007 files not recognized.....	24
	Cannot enter empty strings in optional parameters.....	24
	Netezza ODBC connection returns invalid data.....	24
	Dynamic LOVs without error messages, or with unhelpful error messages.....	24
	IPv6 support.....	25

Chapter 5	Developer Issues	27
	CrystalReportsViewer Web control is not supported inside an ASP.NET AJAX UpdatePanel control.....	28
	Postback actions from the CrystalReportViewer Web control will fail if a CrystalDecisions.Web.CrystalReportSource object is bound in the Page_Load event with a PostBack check.....	28
	Web projects with embedded reports migrated to Crystal Reports 2008 will not contain new configuration settings in the Web.config file.....	28
	Class not registered - DTSCConnection error may occur when running Crystal Reports 2008 ASP.NET Web applications side-by-side with previous versions.....	30
	Incorrect sort direction for group summaries returned from the RAS SDK	30
	Parameters set programmatically do not always cause a database refresh.....	30
	Page margins set all to zero using the modifyPrintOptions method of the RAS SDK do not persist.....	31
	Printer may select incorrect print tray.....	31
	Optional and interactive parameter prompts do not always function correctly when a Web Services report source is used.....	31
	Cannot set BorderStyle property to None.....	31
	Crystal Reports and Visual Studio 7.1, 8.0 and 9.0 cannot integrate.....	32
	BusinessObjects Enterprise XI 3.1 Java SDK fails to add Crystal Report..	32
	Using ADO .NET as a datasource in Visual Studio 2003 may cause crashes.....	33
	Crystal Reports for Visual Studio is broken when Visual Studio integrates with Crystal Reports.....	33
	ISCRFieldObject.Format.ConditionFormulas[].Text returns null.....	33
	Default URL setting for .NET HTML Preview is incorrect.....	34
	Migrating custom applications that use URL reporting for Crystal Reports.	34

Contents

Appendix A Get More Help 35

Index 39



Installation Issues



1

chapter

Oracle on 64-bit systems

The Oracle driver does not yet work on 64-bit machines.

You may be able to find a patch for the Oracle 32bit Client if you have an account on MetaLink. Go to the following location to find a patch for your version of the Oracle 32bit Client:

<http://updates.oracle.com/ARULink/PatchDetails>

Windows XP security update conflict

Duplicate Crystal Reports entries may appear in the Toolbox and About Visual Studio dialog of Visual Studio .NET 2005. This issue is caused by installing the Windows XP security update outlined in Microsoft security bulletin [MS07-052](#).

To resolve this issue uninstall and re-install Crystal Reports 2008.

Unhelpful error message when installing without sufficient privileges

Attempting to install Crystal Reports without Administrative rights causes the following unhelpful error message to appear:

```
Installation ended prematurely because of an error.
```

If you receive this error message, ensure the currently-logged-on user has Administrative rights.

Repair option does not fix the Crystal Reports 2008 for Visual Studio components

To repair the Crystal Reports 2008 for Visual Studio components when you encounter a problem, you must first uninstall and then reinstall the

components by choosing the **Modify** option from the "Crystal Reports 2008 Setup" dialog box. The **Repair** option will not fix the components.

To uninstall the Crystal Reports 2008 for Visual Studio components:

1. In Windows, click **Start**, point to **Settings**, and then select **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **Crystal Reports 2008** and click **Change**.

The "Crystal Reports 2008 Setup" dialog box appears.

4. Choose **Modify** and click **Next**.
5. Select **Crystal Reports 2008 for Visual Studio**, click **Entire feature will be unavailable** from the list, and click **Next**.
6. Click **Next** to remove the components.

To reinstall the Crystal Reports 2008 for Visual Studio components:

1. In Windows, click **Start**, point to **Settings**, and then select **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **Crystal Reports 2008** and click **Change**.

The "Crystal Reports 2008 Setup" dialog box appears.

4. Choose **Modify** and click **Next**.
5. Select **Crystal Reports 2008 for Visual Studio**, click **Entire feature will be installed on local hard drive** from the list, and click **Next**.
6. Click **Next** to reinstall the components.

After reinstalling, the Crystal Reports 2008 for Visual Studio components will be repaired.

Mapping is not supported on Vista

MapX and other MAPInfo products are not currently supported on Windows Vista.

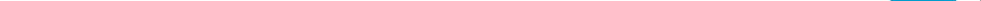
The mapping components depend on midlg30.dll to display the common dialogs. To load correctly, midlg30.dll requires MSVCP50.dll, which does not ship with Vista.

A workaround for this issue is to download a version of MSVCP50.dll and place it in the same folder as midlg30.dll (usually installed in `C:\Program Files\Business Objects\MapInfo Mapx\Program`) or place it in `C:\Windows\System32`.

1 | Installation Issues
Mapping is not supported on Vista



Workflow Issues



2

chapter



Cannot refresh Oracle reports in .Net viewer

The data in reports created with an Oracle data source cannot be refreshed when the report is viewed in the .Net viewer.

This is the result of default permissions in the IIS. To solve this, increase the privileges for the Oracle process to allow it to run.

CrystalReports.com does not support embedded Flash

Reports with embedded Flash objects are not currently supported with `CrystalReports.com`. Users attempting to upload reports with embedded Flash objects to `CrystalReports.com` will receive an error message from the `CrystalReports.com` server. This may be resolved in the future when `CrystalReports.com` upgrades its infrastructure.

Charts based on cross-tabs

If you try to insert a chart into a report with more than one existing cross-tab, you cannot base the chart on a cross-tab.

Distinct Count and Count summaries have integral precision

In Crystal Reports 2008, Calculated members with Distinct Count and Count summaries have integral precision only. This is by design: count and distinct count are stored as integer values.

Date and time format separators

In the Webform viewer, localized date and time format separators are not always respected for all languages.

For example, when Crystal Reports is installed on a Chinese language system, the date format separator in the Interactive Parameter panel uses a forward slash "/" instead of a dash "-".

DHTML response times

The response time to switch from one page to another page in the DHTML viewer is slower than the response times in the Java viewer. During the time to switch pages, the page displayed turns blank.

As a workaround, you can hide the blank page flicker in Internet Explorer as a new page is loaded. Add a simple meta tag to the ASPX page. Ensure that the following `META` tag is added immediately after the opening HTML `<head>` tag:

```
<meta http-equiv='Page-Enter' content='Alpha(opacity=100)'/>
```

Note: This is an Internet Explorer-specific command to create a page transition between two pages. The transition is opaque, which provides a visually neutral appear effect. This will take a quick snapshot of the previous page and hold it until the new page is fully ready to be rendered. For complete details please consult the Microsoft Web Development Center <http://msdn2.microsoft.com/en-us/library/ms532849.aspx>.

Older versions of Crystal Reports cannot open reports with Flash objects

Reports created with embedded Flash objects cannot be opened by previous versions of Crystal Reports. Users who attempt to open the report receive the following error message:

```
This document could not be opened. It does not appear to be a Crystal Reports document. This document has the expected file extension (.RPT), but it seems to be corrupted.
```

Options to Create Blank and Selection for Calculation not available

After creating new reports the two menu options **Create Blank** and **Selection for Calculation** do not appear when selecting an existing embedded group label. This is because new calculated rows and columns do not have group values by default. You cannot insert after or reference rows or columns without group values.

This may work with old reports because the context menu that edits the header text modifies the group value. The new behavior modifies the group label.

No Upper Bound and No Lower Bound options display as 0

Crystal Reports displays zero (0) as the upper bound when the **No Upper Bound** or **No Lower Bound** option is chosen. When creating a report using no upper or lower bounds, you can provide information in a text object to note this.

With the "no bounds" limit appearing as 0, this can confuse users, who do not expect to see certain data. For example, consider the following data: [-10, -5, 0, 10, 12, 20, 30]. Setting **No Lower Bound** and an upper bound of 15 displays as: [0 to 15] but negative numbers are returned as part of the data set: [-10, -5, 0, 10, 12].

Optional parameters appear the same as mandatory parameters

Because optional parameters (parameters having no value) are not distinguishable from regular parameters, users may be confused by the parameter prompt, or they may be unaware that the value is optional.

It is recommended that report designers clearly indicate to the report end-user that a parameter may be used as optional. The prompt text in the parameter's definition is customizable through the designer. Users may have difficulty

removing an optional parameter's value. It can be done by using the **Delete** button in the **Parameter Panel** toolbar.

Prompting for parameters during save

During a Save operation of a report, you are prompted for viewable parameters that are entered into the saved data record selection; however, the saved data record selection does not cause a report refresh.

Reports do not appear in local language

Both the Language Code and the Country Code must be set as the Locale in order for reports to be displayed in the local language. The report remains in English if only the Language Code is set.

Sort control does not work in sub-reports

Clicking a sort control on a sub-report has no effect. This is because a sub-report may contain shared variables which affect the main report during a sort operation. Because the main report may have changed after sorting, the sub-report might no longer exist.

Cannot save reports with special characters to CrystalReports.com

When reports with special characters in their names are saved to CrystalReports.com, the following error message is displayed:

```
The specified object name () must be at least 1 character  
long and can't contain the following characters: ! # =  
+ * % $ @ , ; : ?
```

Sub-report views close

If a report contains a group selection formula with either parameter fields or print time formula functions, then upon opening the report any drill-down or sub-report views that were saved with the report may be closed.

OLAP reports created in previous Crystal Reports versions

For some OLAP reports created in previous versions of Crystal Reports, you may encounter errors when opening those reports using the Webform or Winform viewers.

Universe-based Crystal reports

Due to changes necessitated by enhancements to the Web Intelligence Server, Crystal Reports versions XI and XIR2 are not able to open and refresh Universe-based Crystal reports served by BusinessObjects Enterprise XI 3.0.

Crystal Reports and Universes - Platform Support Clarifications

When Crystal Reports uses a Universe, it communicates with the Web Intelligence server to get the Universe query and other information. The data connectivity support for Crystal Reports when using a Universe is the cross-section of the support on that platform for both Web Intelligence and Crystal Reports.

To ensure that you are using supported databases and data connectivity to the database for a Universe-based Crystal Report, check the relevant platform support documents for both Web Intelligence and Crystal Reports; ensure that both products support the combination of database and middleware software that you plan to use.

Platform support documents can be found on the SAP Developer Network by navigating to <http://sdn.sap.com> and then searching for "BusinessObjects Enterprise XI 3.1 platform support". Open the appropriate platform support document for the operating system that you use.

Flash objects in a report may print using original settings

The first time that you print a report that contains a flash object, the flash object may print using its original status instead of your desired settings.

To resolve this issue, use the following procedure:

1. Change the Flash object settings and print the current page once.
2. Reset the Flash object settings to display the desired results and then print the report.

Teradata 12 ODBC on Solaris does not work with pageserver

On Solaris, the Teradata 12 ODBC client will connect to a Teradata 12 server when you work with an unmanaged RAS server, but it will not work with the pageserver.

In order to work with the pageserver on Solaris, use Teradata 3.06 ODBC Client to connect to the Teradata 12 Server. Another option is to use the JDBC 12.0 driver.

URL Reports not displaying

Users of .NET URL Reporting may find that `.cwr` files are not displaying properly when using IIS7

1. Install HTTP Redirection for your IIS. This can be found under Windows Features in Vista or Server Roles for Windows 2008. Consult your Windows documentation if you need further assistance.
2. Edit the `web.config` file for the **CrystalReports** application under **Default Web Site**, add the following below the `</system.web>` tag.

```
<location path="viewrpt.cwr">
<system.webServer>
<httpRedirect enabled="true" destination="viewrpt.aspx$Q"
/>
</system.webServer>
</location>
```

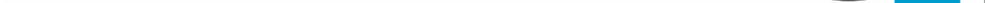
2 | Workflow Issues

URL Reports not displaying

3. Save the file.



Display Issues



3 chapter

Limited barcode field width

The default field width for barcodes is 16 characters. Any data longer than 16 characters are silently truncated. If you want to create a field that is longer than 16 characters, you must manually set the width to a larger value.

Boolean groups are not supported in Interactive Parameter panel

Boolean groups are not supported in the **Interactive Parameters** panel and the **Advanced** dialog.

Flash on Safari and MAC OS

An embedded Flash object in Crystal Reports does not properly function with the WebForm Viewer on Safari running on Mac OS. Use Firefox or modify the report to use a linked Flash object.

Viewing reports with Safari on Mac OS

Some report features do not work properly when viewed using Safari 3.0 on Mac OS.

Disabled OK button in Bind Sort dialog

In interactive sorting, if you choose some items in the Bind Sort dialog, the OK button is disabled.

This is because Specified Order is not supported for interactive sort.

Missing toolbar and group tree

The toolbar and group tree do not appear in Crystal Reports Viewer if it has been put into an update panel. Also, the page does not refresh when clicking any links in the viewer.

Range values parameters

Range values are not supported in OLAP parameters. When opening or refreshing reports with parameters, returned data may not be within expected ranges if you enter invalid values for the parameters.

Software Update dialog not translated when using Unicode languages

The **Update Service** dialog may not display Unicode characters correctly. Set the **Language for Non-Unicode Programs** to a locale matching the setting you are using in Crystal Reports 2008. This system dialog can be found in the **Advanced** tab of the **Regional Settings** dialog in your **Windows Control Panel**.

SWF content is not editable

Text boxes and other controls in SWF objects, such as a SWF Chart, in which users can enter values, may appear to be editable, but the values are not saved with the report, even if the report is refreshed. This is not a bug, it is normal functionality.

Adobe Reader 9 may not display default image

A default (fallback) image should be displayed in an exported PDF when the linked SWF cannot be found. Adobe Reader 9 may leave the area blank instead of displaying the fallback image.

Calendar dialog language

Users with multilingual deployments may find that the Calendar dialogs for prompts will not display in the Preferred Viewing Locale language.

Changing Product Locale or Preferred Viewing Locale

If users change their Product Locale or Preferred Viewing Locale, they may find some system messages do not appear in the newly specified language. This can be resolved by ending their current session and logging back in to the system.

OLAP user interface displays in English

If you set the Product Locale to one of the following languages, the OLAP user interface for the Crystal Reports designer will still be displayed in English:

- Norwegian
- Danish
- Thai



Data Issues



4
chapter

Access 2007 files not recognized

Microsoft Access 2007 DB files (ACCDB files) are a different format from Access 2003 files. MS DAO does not support access to them.

Customers can use the Office 2007 ODBC or OLEDB drivers to access .accdb drivers.

Cannot enter empty strings in optional parameters

You cannot specify a discrete single-valued string optional parameter through the prompt page.

Netezza ODBC connection returns invalid data

When using a Netezza ODBC data connection, `nchar` and `nvarchar` data types may not return data or may return data with unexpected data at the head of the string. This is not a Crystal Reports issue; it appears to originate with the Netezza ODBC driver.

Dynamic LOVs without error messages, or with unhelpful error messages

There is no error message displayed by the parameter prompting dialog when a dynamic List of Values (LOV) is transferred to static. This is by design, as users should not see any error message for this.

The Webform viewer does not report helpful error messages for LOVs with bad data connections. It only returns the following message:

```
Failed to open the connection.
```

IPv6 support

BusinessObjects Enterprise XI 3.1 supports IPv6 networking in mixed (IPv4 and IPv6 enabled) and pure (IPv6 only) environments.

Crystal Reports components for UNIX and Linux operate in a mixed environment only. The Crystal Reports components for Windows can operate in both mixed and pure environments.



Developer Issues



5

chapter



CrystalReportsViewer Web control is not supported inside an ASP.NET AJAX UpdatePanel control

When developing an ASP.NET AJAX Web Site, the CrystalReportViewer Web control is not supported inside an UpdatePanel control.

Postback actions from the CrystalReportViewer Web control will fail if a CrystalDecisions.Web.CrystalReportSource object is bound in the Page_Load event with aPostBack check

While interacting with the CrystalReportViewer Web control, users may encounter a blank page when triggering postback actions such as drilling into charts or groups. This occurs when you bind a `CrystalDecisions.Web.CrystalReportSource` object directly to the viewer in the `Page_Load` event with a post back check: `if (!IsPostBack)`

To avoid problems, do not perform a postback check when you set the report source:

```
protected void Page_Load(object sender, EventArgs e)
{
    this.CrystalReportViewer1.ReportSource = CrystalReportSource1;
}
```

Web projects with embedded reports migrated to Crystal Reports 2008 will not

contain new configuration settings in the Web.config file

If you are migrating an existing .NET 2.0 Web project to Crystal Reports 2008 that uses embedded reports, your `Web.config` file will be missing new settings that can be used to configure how the report is compiled into a DLL by the Build Provider. Your website will continue to run normally without these settings, however, to take advantage of the new configuration features, open up your `Web.config` file and add the following elements:

```
<configSections>
  <sectionGroup name="businessObjects">
    <sectionGroup name="crystalReports">
      <section name="rptBuildProvider" type="CrystalDecisions.Shared.RptBuildProviderHandler, CrystalDecisions.Shared, Version=12.0.2000.0, Culture=neutral, PublicKeyToken=692fbea5521e1304, Custom=null"/>
    </sectionGroup>
  </sectionGroup>
</configSections>

<system.web>
  <compilation debug="true">
    <buildProviders>
      <add extension=".rpt" type="CrystalDecisions.Web.Compilation.RptBuildProvider, CrystalDecisions.Web, Version=12.0.2000.0, Culture=neutral, PublicKeyToken=692fbea5521e1304"/>
    </buildProviders>
  </compilation>
</system.web>

<businessObjects>
  <crystalReports>
    <rptBuildProvider>
      <add embedRptInResource="true"/>
    </rptBuildProvider>
  </crystalReports>
</businessObjects>
```

To learn more about how to configure embedded report compilation, see *Configuring your Web.config file in the Crystal Reports .NET SDK Developer Guide*.

Note:

If you add a new report to your project after upgrading to Crystal Reports 2008, the tags will be automatically added to your `Web.config` file.

Class not registered - DTSCONNECTION error may occur when running Crystal Reports 2008 ASP.NET Web applications side-by-side with previous versions

A "Class not registered - DTSCONNECTION" error may occur when ASP.NET Web applications built using Crystal Reports 2008 are run side-by-side with applications built using previous versions of Crystal Reports. To resolve this issue, ensure that each application is deployed in a different IIS application pool.

Incorrect sort direction for group summaries returned from the RAS SDK

When a report has multiple groups and each group is sorted by multiple summary fields, the sort direction of group summaries returned with the `ReportClientDocument.GetDataDefController().GetDataDefinition().getSorts().getSort(int)` method of the RAS SDK is incorrect.

Parameters set programmatically do not always cause a database refresh

In previous versions of Crystal Reports, setting a parameter value always caused a database refresh. For Crystal Reports 2008, this behavior has changed: setting a parameter value does not always cause a refresh.

Page margins set all to zero using the modifyPrintOptions method of the RAS SDK do not persist

If you set the page margins (top, bottom, left, right) to zero using the `PrintOutputController.modifyPrintOptions` method of the RAS SDK, the page margins do not stay set to that value; instead, they reset to 240.

To set all page margins to zero, use the `PrintOutputController.modifyPageMargins` method instead.

Printer may select incorrect print tray

When you manually specify a print tray, the printer may instead use one of the other trays. This problem may happen when using the `PrintReportOptionsClass.Bin` property or `PrintReportOptionsClass.BinName` property when programming in .NET. When programming in Java, this problem may happen when using the `PrintReportOptions.setMediaTray` method.

Optional and interactive parameter prompts do not always function correctly when a Web Services report source is used

If you are using a Web Services report source with the .NET Webform viewer, optional and interactive parameter prompts may not function correctly. Optional parameters may be treated as required parameters, and when multiple users view a report simultaneously, parameters become shared.

Cannot set BorderStyle property to None

If you set the `BorderStyle` property to None from Visual Studio, at run time the border will still be displayed. The cause of the problem is that Visual

Studio fails to remove this code. To ensure that no border is displayed at run time, you must manually set the `BorderStyle` property to `None`.

Crystal Reports and Visual Studio 7.1, 8.0 and 9.0 cannot integrate

Crystal Reports cannot integrate with Visual Studio when the value of the `IDE Integration\Visual Studio\Crystal Report` is already set in the registry before users install Crystal Reports.

Do the following:

1. Open Regedit (click **Start** > **Run** and type in `regedit.exe`).
2. Go to the registry key
`HKEY_LOCAL_MACHINE\SOFTWARE\BusinessObjects\IDE Integration\Visual Studio <version number>\Crystal Report`.
Substitute the version number of Visual Studio that you are using for `<version number>` (for example 7.1, 8.0, or 9.0).
3. Remove the registry key, and then install BusinessObjects Release XI 3.1 or Crystal Reports 2008.

BusinessObjects Enterprise XI 3.1 Java SDK fails to add Crystal Report

Crystal reports can no longer be added using the BusinessObjects Enterprise Java SDK unless the Report Application Server (RAS) is running. This is an expected result of changes made to simplify deployment. The Java Crystal Reports platform SDK no longer spawns a child process to load and introspect reports at the application tier. Instead, the platform SDK relies on RAS to provide this functionality. Consequently, access to an operational RAS is now necessary to have reports published to BusinessObjects Enterprise using the Java Crystal Reports platform SDK.

Using ADO .NET as a datasource in Visual Studio 2003 may cause crashes

Visual Studio 2003 may crash if you try to browse data on a field in the embedded Designer, Field Explorer, or in a table under the link tab dialog of the data expert.

Crystal Reports for Visual Studio is broken when Visual Studio integrates with Crystal Reports

Crystal Reports for Visual Studio fails to open when the registry key for Crystal Reports is set before the standalone version of Crystal Reports has been installed. Visual Studio Integration Manager is reporting "invalid" because registry keys are still pointing to Crystal Reports for Visual Studio. In the Visual Studio Integration Manager, the following error message is logged: "Registry value mismatch".

Do the following:

1. Open Regedit (click **Start > Run** and type in regedit.exe).
2. Go to the registry key
`HKEY_LOCAL_MACHINE\SOFTWARE\BusinessObjects\IDE
Integration\Visual Studio <version number>\Crystal Report.`
Substitute the version number of Visual Studio that you are using for <version number> (for example 7.1, 8.0, or 9.0).
3. Remove the registry key, and then install BusinessObjects Release XI 3.1 or Crystal Reports 2008.

ISCRFieldObject.Format.ConditionFormulas[].Text returns null

When you call `ISCRFieldObject.Format.ConditionFormulas[].Text`, it returns null for the `DisplayText` enum and the `CSSClass` enum.

Default URL setting for .NET HTML Preview is incorrect

In order to use the .NET HTML preview, you must change the default HTML Preview URL setting to point to the following URL:

```
http://<<servername>>/crystalreportviewers12/preview.aspx
```

Migrating custom applications that use "URL reporting" for Crystal Reports

If your BusinessObjects Enterprise deployment, or custom "COM" applications, implement "URL reporting" for Crystal Reports, then you will need to take the following steps to ensure that they work in a BusinessObjects Enterprise XI 3.1 system.

1. Create a new folder `businessobjects` in the following directory: `c:\Inetpub\wwwroot\`
2. Go to IIS Manager and right-click on the directory under **Default Web Site**.
3. On the **Directory** tab, click **a redirection to a URL**.
4. In the **redirect to** text box, enter `/CrystalReports$$$Q`.
5. Check **the exact URL entered above**.



Get More Help





appendix

Online documentation library

Business Objects offers a full documentation set covering all products and their deployment. The online documentation library has the most up-to-date version of the Business Objects product documentation. You can browse the library contents, do full-text searches, read guides on line, and download PDF versions. The library is updated regularly with new content as it becomes available.

To access the online documentation library, visit <http://help.sap.com/> and click **Business Objects** at the top of the page.

Additional developer resources

<https://boc.sdn.sap.com/developer/library/>

Online customer support

The Business Objects Customer Support web site contains information about Customer Support programs and services. It also has links to a wide range of technical information including knowledgebase articles, downloads, and support forums.

<http://www.businessobjects.com/support/>

Looking for the best deployment solution for your company?

Business Objects consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in relational and multidimensional databases, in connectivities, database design tools, customized embedding technology, and more.

For more information, contact your local sales office, or contact us at:

<http://www.businessobjects.com/services/consulting/>

Looking for training options?

From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style. Find more information on the Business Objects Education web site:

<http://www.businessobjects.com/services/training>

Send us your feedback

Do you have a suggestion on how we can improve our documentation? Is there something you particularly like or have found useful? Drop us a line, and we will do our best to ensure that your suggestion is included in the next release of our documentation:

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Note:

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Index

C

Calculated members 12
Crystal Reports
and Universes 16

D

Distinct count summary 12

F

Flash objects
Adobe Reader 9 21
printing 17

H

HTML Preview 34

I

IPv4 25

IPv6 25

M

Mac OS 20

P

printing Flash objects 17

S

Safari 20

T

Teradata 12
on Solaris 17

U

Universes
and Crystal Reports 16

Index