

Crystal Decisions

Top 10 Troubleshooting Tips for Crystal Reports

Overview

This document discusses the top 10 troubleshooting tips for Crystal Reports. Areas covered in this document include development, web technologies, report creation and design, and database connectivity.

Contents

| | |
|---|----------|
| GENERAL ISSUES | 2 |
| CRYSTAL REPORTS | 2 |
| <i>Development Issues.....</i> | 2 |
| <i>Web Technologies Issues.....</i> | 3 |
| <i>Report Creation and Design Issues.....</i> | 3 |
| <i>Database Connectivity Issues.....</i> | 4 |
| CONTACTING CRYSTAL DECISIONS FOR TECHNICAL SUPPORT | 5 |

General Issues

1. Check your online help.
2. Check the guides installed with your product (found on the Crystal Reports CD under the 'docs' directory).
3. Check the release notes.
4. Check out support web site at <http://support.crystaldecisions.com> for the following resources:
 - Knowledge base
 - White papers
 - Files and updates
5. Check if the problem is reproducible
6. Check if the problem isolated to one computer or if the problem is occurring on multiple computers.
7. Try using the sample data included with the product (Xtreme.mdb or Craze.mdb). Confirm if the same problem exist?
8. Note recent changes made to your system.
9. Verify your database connectivity and availability.
10. Check our user forums (accessible from the support web site).

Crystal Reports

Development Issues

1. Confirm if the issue is only occurring in the application or if the issue also occurs in the Crystal Designer.
2. If the report is not refreshing, make sure in the Crystal Reports Designer that 'Save Data with Report' under the 'File' menu is unchecked.
3. If you are having database connectivity problem, make sure to verify the database in the Crystal Reports designer by selecting 'Verify Database' from the 'Database' menu.
4. Confirm if the issue is occurring on multiple computers, or if the issue is only occurring on a single computer.
5. Simplify the application as much as possible. Try using a very simple report with your application to see if the issue still occurs.
6. If you are unsure of what runtime files to distribute, consult KBase [c2008238](#).
7. If you are having problems using Data Definition files or active data, consult [SCR_TTXADO.pdf](#).

8. For error messages relating to the Crystal ActiveX (OCX) control, consult [Errors_OCX.pdf](#).
9. For error messages relating to Crystal API calls, consult [Errors_API.pdf](#).
10. For error messages relating to the Crystal Automation Server, consult [Errors_AUTO.pdf](#).

Web Technologies Issues

1. Make sure the report runs in the designer on the web server computer using live data (meaning no "save data with report" option enabled).
2. If the error is related to database connectivity, make sure the database is verified in the Crystal Reports designer by selecting "Verify Database" from the "Database" menu on the web server.
3. Do the sample reports run? Can a simple test report connect to the data source through the Web Component Server or ASP Web Reports Server?
4. ASP application issues: Run [CR8_Parameter_Picklist.exe](#) application to verify parameters.
5. Have you verified that your web server has the required NTFS rights applied to the Crystal Web Component installation? The document for Crystal Reports version 8.0 is called [Scr8_NTFSRights.pdf](#).
6. Have all Crystal Reports web component critical updates been applied if the latest edition is not being used?
7. Is this issue reproducible on all client computers, just on one, or just on the web server computer? Is it reproducible on just one report or all reports?
8. Are you having problems installing the Report Viewer for ActiveX? Consult [Crystal_Web_Viewer_for_Actx.pdf](#).
9. Does the report look differently over the web from the Crystal Reports designer? Consult [Scr_si7_noprinter.pdf](#).
10. Is your report based on Dictionary (.dct) or Query (.qry) files? These data sources are not supported over the web. Please consult [c2007877](#).

Report Creation and Design Issues

1. If you have a corrupted report, consult knowledge base article [C2008311](#).
2. If you are having difficulty sharing subreport data with main report data, consult knowledge base article [C2007600](#).
3. If you are having difficulties with running totals, or want to know more about manual running totals, consult the technical brief called [scr_running_total.zip](#).
4. For some general trouble shooting techniques consult the technical brief called [SCR_FAQ.pdf](#). This document answers some of the most common technical support questions we receive about report design.
5. If you are receiving incorrect shared variables or 10H error, consult knowledge base article [C2007269](#).

6. If you are having difficulties opening a report in the current version of Crystal Reports that was originally created in a previous version of Crystal Report, consult knowledge base article [C2007302](#).
7. Search the computer in question for CRW32.exe. You should only have one CRW32.exe. Crystal Decisions Technical Support cannot support two different versions of Crystal Reports installed on the same computer because the DLLs for both versions use the same naming convention.
8. Determine if you are receiving the same results on one computer or on all computers.
 - Determine if any service packs, updates, or if any changes were made to the computer.
 - Note any changes that were made to your database.
 - Check the version of the CRW32.exe from the Crystal Reports Help menu. You may have two different versions of Crystal Reports on two different computers and you may need to install a product update.
 - For example, the computer that is not working may have a lower version of the CRW32.exe and the working computer may have a higher version of the CRW32.exe.
9. To eliminate where a problem may reside with incorrect data being returned, you may want to eliminate the record selection, or the way the database tables have been linked.
 - Remove the record selection one by one from your report noting when expected data is returned.
 - If you have deleted all record selection and still the expected data is not returned:
 - Verify the way the tables have been linked in your database. To determine how your tables have been linked in your database, consult with your database administrator.
10. If you are having printing issues, consult the technical brief called [scrprinterdependency.pdf](#).

Database Connectivity Issues

1. If the report is not refreshing, confirm that in the Crystal Reports Designer that 'Save Data with Report' under the 'File' menu is unchecked.
2. Verify the database in the Crystal Reports Designer by selecting 'Verify Database' from the 'Database' menu.
3. Confirm what database driver you are using by selecting 'Convert Database driver' under the 'Database' menu. Look for the filename beside the 'From' field.
4. If connecting using ODBC can you connect using SQLCon? Can you get a listing of Tables? Stored Procedures?

SQLcon32.zip can be found on the Crystal Reports installation CD or search for [Sqlcon32.zip](#).

5. If you are using a SQL type database, confirm that the database client is installed and that the database root directory is referenced in the computer's search path.
6. If you are using a PC Type database, confirm that the database is installed on the computer and that you can see all of the data within the database.
7. For information about connecting to Microsoft Access 2000 natively, consult KBase [c2003961](#).
8. Is your report based on a Dictionary (.DCT) or query (.QRY) file? These data sources are not supported over the Web or in front end applications. Please consult KBase [c2007877](#).
9. For information about Oracle Stored Procedures and Crystal Reports, consult [SCR_Oracle_Stored_Procedures.pdf](#).
10. If you received the 'General SQL Server' error, consult [SCR_General_SQL_Server_Error.pdf](#).

Contacting Crystal Decisions for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

Self-serve Support:

<http://support.crystaldecisions.com/>

Email Support:

<http://support.crystaldecisions.com/support/answers.asp>

Telephone Support:

<http://www.crystaldecisions.com/contact/support.asp>