

Crystal Reports 8.0

Installing Crystal Reports 8 for Web Reporting

Overview

This Technical Brief will walk you through the process of uninstalling all versions of Crystal Reports currently installed on your web server machine. It will then show you how to reinstall Crystal Reports 8 on this clean web server machine.

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Introduction

The purpose of this Technical Brief is to easily show how to uninstall Crystal Reports and reinstall ONLY Version 8. This is necessary to avoid conflicts between files of different versions. Since the Crystal Web Reporting components install to different directories from version to version, conflicts can arise and can therefore cause issues when attempting to serve reports over the web to end-users using their Internet browsers to view reports.

This document demonstrates this process when using Windows NT 4 and Microsoft's Internet Information Server 4.

If you are using a CGI Web server, or you are using a Netscape web server, contact Technical Support for more in-depth assistance.

Please read through this entire document before you proceed with uninstalling, as there are Notes and Cautions that you should be aware before beginning.

Uninstalling all versions of Crystal Reports

Here are the instructions for completely uninstalling all versions of Crystal Reports that exist on the web server machine:

1. Go to Start | Settings | Control Panel | and choose **Add/Remove Programs**.
2. Select Seagate Crystal Reports 8, then click "Add/Remove".
3. Follow all of the instructions until the uninstallation is complete.

CAUTION	During this step, you may receive error messages asking you to contact Crystal Decisions Technical Support. Please disregard this warning at this point. You will be doing a thorough uninstallation of the product, and will be removing any files that experience conflicts during uninstallation. If you require assistance or guidance with any another part of this document, please feel free to contact Technical Support.
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4. Reboot the server machine.
5. Once rebooted, load the Management Console for IIS 4.
6. Delete the following virtual directories from IIS under ALL web sites:
 - /viewer
 - /scrreports
 - /scrsamples
 - /crweb (Version 6)
7. Close the MMC.
8. Delete the following physical directories from your machine:
 - X:\Program Files\Seagate Software (where X is the drive letter)
 - X:\Program Files\Seagate Crystal Reports
 - X:\Winnt\Crystal

CAUTION	If you have any Seagate Info 7 components installed on this server machine, make sure that you do NOT delete the X:\Program Files\Seagate Software\SI\ directory. You can delete the rest of the directories in the Seagate Software directory, but you must leave behind the SI directory if you wish to continue to run the Seagate Info 7 components.
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9. Delete the following files from your machine:
 - X:\Winnt\System32\Crpe*. * (all files starting with "Crpe")
10. Go to Start | Run and type "regedit" (no quotes).
11. Delete the following registry keys (HKLM is **HKEYLocalMachine**, HKCU is **HKEYCurrentUser**):

NOTE	For information about how to edit the registry, view the "Changing Keys and Values" Help topic in Registry Editor (Regedit.exe) or the "Add and Delete Information in the Registry" and "Edit Registry Data" Help topics in Regedt32.exe. Note that you should back up the registry before you edit it. If you are running Windows NT or Windows 2000, you should also update your Emergency Repair Disk (ERD).
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- HKLM | Software | Seagate Software (unless you are using Seagate Info. If you are, under Seagate Software, delete all keys except **SI**)
- HKLM | System | ControlSet00x | Services | Crystal* (all services starting with Crystal)
- HKLM | System | ControlSet00x | Services | pageserver
- HKLM | System | ControlSet00x | Services | webcomponentserver

- HKLM | System | CurrentControlSet | Services | Crystal*
 - HKLM | System | CurrentControlSet | Services | pageserver
 - HKLM | System | CurrentControlSet | Services | webcomponentserver
 - HKCU | Software | Seagate Software (unless you are using Seagate Info. If you are, under Seagate Software, delete all keys except **SI**)
12. Search the registry for following files and delete ALL keys in which they are contained:
 - Crviewer.dll
 - Swebrs.dll
 - Sviewhlp.dll
 - Xqviewer.dll
 13. Reboot the machine.
 14. Once the machine has been rebooted, double-check that steps 6-12 were completed. If they were not, repeat and reboot until they are.
 15. Reboot again.

Reinstalling Crystal Reports 8

1. Make sure that you log in to the server this time as a user with Administrator privilege, preferably the Administrator account.
2. Insert the Crystal Reports 8 CD-ROM.
3. Install Crystal Reports 8 as normal now (preferably doing a COMPLETE installation).

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>