

# Crystal Reports 8

## Best practices for a new Web Component Installation

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### Overview

The purpose of this document is to provide a trouble free installation and use of the Crystal Reports version 8 Web Components. The document guides you through the installation of the web components and identifies any possible stumbling blocks for you. Knowledge Bases and Tracked Issues are quoted as well as useful white papers..

Keep this paper handy throughout the installation and even afterwards for troubleshooting tips. For detailed installation instructions on the Crystal Reports 8 Web Components please follow the instructions outlined in the “Web Reporting Administrator’s Guide” (SCR8\_Web.pdf).

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## Pre-installation procedures

Prior to installation ensure that your server has the correct environment for Crystal Reports to install to. Ensure that your web server software is installed prior to installing Crystal Reports. If you are using Microsoft Internet Information Server (IIS) Crystal Reports will automatically create the appropriate virtual directories and application mappings. Below are some considerations prior to installing your Crystal Reports web component.

### Supported Platforms for Crystal Reports Web Components

Crystal Reports version 8's web components will only install to a Windows NT /Windows 2000 platform. This is because these operating systems are equipped to handle the required amount of threads used in web reporting processes. Operating systems such as Windows 95/98 or UNIX are not able to support the threads needed. There is currently no support for UNIX platforms. Below are our supported platforms for Crystal Reports 8 Web components.

#### Web Components Server

##### Server Side:

Windows NT Workstation 4.0 (Service Pack 5)  
IIS4.0  
IIS3.0  
Netscape Fasttrack 2.0  
Netscape Fasttrack 3.01  
Netscape Enterprise 3.0  
Netscape Enterprise 3.51

Windows NT Server 4.0 (Service Pack 5)  
IIS4.0  
Netscape Enterprise Server 3.0  
Netscape Enterprise Server 3.61  
Netscape Enterprise Server 3.63  
Netscape Enterprise Server 4.0 (CGI testing)

Windows 2000 Server (Release Candidate 3)  
IIS5.0  
Netscape Enterprise Server 3.62  
Netscape Enterprise Server 3.63  
Netscape Enterprise Server 4.0 (CGI testing).

##### Client Side:

Windows 95 B  
Internet Explorer 4.0  
Internet Explorer 4.01  
Netscape 4.01  
Netscape 4.05

Windows 98  
Internet Explorer 4.01  
Internet Explorer 5.0  
Netscape 4.5  
Netscape 4.61  
Netscape 4.7

Windows NT Workstation 4.0 (Service Pack 5)  
Internet Explorer 5.0  
Internet Explorer 5.01  
Netscape 4.5  
Netscape 4.61  
Netscape 4.7

Windows NT Server 4.0 (Service Pack 5)  
Internet Explorer 5.0  
Internet Explorer 5.01  
Netscape 4.5  
Netscape 4.61  
Netscape 4.7

Windows 2000 Professional (Release Candidate 3)  
Internet Explorer 5.0  
Internet Explorer 5.01  
Netscape 4.61  
Netscape 4.7

**Netscape Enterprise 4.0 (iPlanet).** Crystal Reports does not support iPlanet or Netscape Enterprise 4.0 web servers or later. This is because Netscape 4.0 (iPlanet) was released after Crystal Reports version 8.

Netscape changed the architecture model in their version 4.0 from the previous versions. As a result, Crystal Reports web components needs to be manually configured on this platform and reports must be run using CGI (Common Gateway Interface). As the platform was not officially released prior to the testing of Crystal Reports version 8.0 this platform is not officially supported but it is known to function correctly through CGI.

CGI based web servers. Crystal Reports Web Components also work with CGI based web servers like Apache, Lotus Domino and O'Reilly's on Windows NT/2000 computers. Crystal Reports web components have are also compatible with Microsoft Personal Web Server on Windows NT Workstation. For more details regarding supported platforms, please see the Platforms.txt file that is located in the "/Docs" folder on the Crystal Reports CD.

If you wish to find more installation details please view files "[SCR8\\_WEB.PDF](#)" and "[SCR8\\_WCSCONFIGURATION.PDF](#)".

## Do you have any previous versions of Seagate Info or Crystal Reports on your web server?

Have you ever had a previous version of Crystal Reports or Seagate Info installed on your web server? If so, it is strongly suggested that you manually uninstall any previous versions of Crystal Reports or Seagate Info by following this uninstall document "[SCR8\\_WEBUPGRADEINSTALLATION.PDF](#)". This will help you uninstall old registry entries and DLL's.

## Post-installation procedures

## Have you installed Crystal Reports version 8.0.0.371?

If you are running Crystal Reports version 8.0.0.371 please download the file “[SCR8\\_WEBREGFIX.EXE](#)”. This file has been highlighted by the product development team as being critical to resolve an issue with the permissions on newly created ODBC connections after the installation of this version of Crystal Reports. Consult Knowledge Base article [c2007581](#) for more information on this issue. Running SCR8\_WEBREGFIX.EXE enables you to now access newly created ODBC DSNs and COM objects under non-Administrator accounts. DSNs created before applying this fix must be edited through Regedt32.exe to add the “Everyone” group with “Read” permissions.

To check the version of Crystal Reports, open the Crystal Reports Designer and select “About Crystal Reports” from the “Help” menu. The version number starts with “CRW32”.

## NTFS rights and permissions

It is very important that you have the correct NTFS rights and permissions configured on the directory structure of your web server for the Web Components to function properly. The “System” account and the “IUSR\_<computername>” account need the appropriate permissions. Incorrect permissions can result in a Looping Logon behaviour or access denied errors. We have a document that states the complete NTFS rights necessary on your web server “[SCR8\\_NTFSRIGHTS.PDF](#)”.

<b>Note</b>	<p>It has also been found that running the Seagate Page Server service and the Seagate Web Component Server service under the Domain Administrator account will grant the appropriate access to any ODBC connections you create. To change these account to run under the Domain Administrator account please do the following (Note the instructions below are for Windows NT4 server):</p> <ol style="list-style-type: none"> <li>1. Go to Start   Settings   Control Panel   Services.</li> <li>2. Double click on “Seagate Page Server”, a new window will appear.</li> <li>3. Under “Log on As” change it to “This Account” and change it to your Domain’s Administrator account, input the password as well (please note that the password is case sensitive).</li> <li>4. Click “OK” to close the small window.</li> <li>5. Highlight the “Seagate Page Server” and click “Stop”, once the service is stopped click on “Start” to restart the service.</li> <li>6. Do the above steps for the “Seagate Web Component Server” service as well.</li> </ol>
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## Install a default printer on the web server

Many printing issues or formatting issues over the web can be resolved by installing a default printer or printer driver on the web server.

A Crystal Report is dependant on a printer driver for both screen display and printed output. Not having a default printer installed on the web server is the most common cause of differences in the report’s appearance when viewed in a browser compared to viewing the report in the Crystal Reports designer.

Some common issues caused by not having a printer driver installed on the web server computer are:

- A blank page between each valid page when printing.
- Formatting is different over the Web from the Designer.
- Page orientation is not the same (portrait or landscape).

For best results your report should be designed to use the default printer on the web server. Follow these steps to configure the printer settings for your report:

1. Install a default printer on the web server (Note: the printer can be a local or network printer)
  2. Open the report in the Crystal Reports Designer on the web server.
  3. Select "Printer Setup" from the "File" menu.
  4. If a printer is already selected then set it to "No Printer", click OK then save the report.
  5. Then go back and Click on File | Printer Setup again. Select the default printer and UNCHECK "Default Properties".
  6. Then click "OK" and save the report.
- 1.** Now the report is setup to use the default printer settings for that computer. Delete the cache on the web server computer and c

<b>Note</b>	Your client computers do not have to use the same printer as your web server. Installing a default printer allows for correct formatting and printing over the web. For more details regarding printer driver dependencies please download <a href="#">"SCR_S17_NOPRINTER.PDF"</a> .
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### What type of DSN should I use?

You should only use a System DSN if you are going to do any web reporting. A System DSN allows the operating system to use the DSN that you created. This means that a user does not need to be logged on to the system to use this DSN.

If you use a User DSN or File DSN, only the user who created these DSNs can utilize them. The most common behaviour if you do not use a System DSN is a Looping Logon or if you are using an ASP is the error "[User Session has expired](#)".

## Do you have a firewall or proxy server on your network?

The firewall/proxy needs to be open for particular file types, along the particular port that is being used to transfer reports from the server to the client over the web.

Here is a list of the recommended files that should be allowed to transmit across the firewall/proxy for the Crystal Smart Viewer for ActiveX:

- .etf
- .epf

- .cab
- .tmp
- .rpt
- .rdp

For the Crystal Smart Viewer for Java and earlier versions of Netscape:

- .jar
- .zip
- .etf
- .epf
- .cab
- .tmp
- .rpt
- .rdp

If these file types cannot be transmitted across the firewall/proxy, your report will not be able to be viewed by your client computers.

## Are your Crystal Reports based off Crystal Query Files (.qry)?

Crystal Queries and Dictionaries are designed only for use in the Crystal Reports Designer. They are not designed for use in a runtime environment with either the Web Component Server (WCS) or Report Designer Component (RDC).

More details regarding Crystal Query Files over the web can be found in Knowledge Base article [C2007877](#).

## Do you wish to use Active Server Pages with your Crystal Report?

Using Active Server Pages (ASP) with your report will allow for greater functionality and flexibility. We do have free downloadable examples available on our website. [ASPXMPS8.EXE](#) has 22 different ASP examples complete with sample reports in a compressed format.

## Viewers

Your client's computers must be able to download the necessary viewer files to be able to view any reports online. To test if your users are gaining enough access to the viewer virtual directory in a browser navigate to:

<http://<servername>/viewer/activexviewer/activexviewer.cab> ,

the user should be prompted to download a file. If they are not prompted to download or get an error message, your viewer virtual directory may not be configured correctly.

Make sure the viewer virtual directory is created and mapped to the correct path. If you have a default installation, your viewer virtual directory should be mapped to “C:\Program Files\Seagate Software\Viewers”. The access permission for this virtual directory should be set to “read”.

### Recommended Documentation

- [SCR8\\_WEB.PDF](#) -Web Reporting Administrator’s Guide.
- [SCR8\\_WCSCONFIGURATION.PDF](#) -Creating and setting permissions for virtual directories for different web servers.
- [SCR8\\_WEBCOMPONENTSMANAGER.PDF](#) -Guide to explain and configure the Web Components Manager.
- [SCR8\\_CONFIGLOTUSWCS.PDF](#) -Configuring Lotus Domino to work with Crystal Reports.
- [SCR8\\_APACHEWCS.PDF](#) -Configuring Apache for NT to work with Crystal Reports.
- [SCR8\\_WEBUPGRADEINSTALLATION.PDF](#) -Manual uninstall of previous versions of Crystal Reports or Seagate Info.
- [SCR8\\_NTFSRIGHTS.PDF](#) -Complete NTFS rights needed on the web server.
- [SCR\\_SI7\\_NOPRINTER.PDF](#) -Crystal Reports print driver dependencies.
- [ASPMPS8.EXE](#) -Sample ASP code with sample reports.

## 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>