

# All BusinessObjects 6.x, XI, XI Release 2, and Crystal products

A quick reference to engaging Customer Support

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## Overview

This document provides information and instructions intended to help you effectively engage Customer Support. This will help us diagnose the problems and start troubleshooting faster as the first call is mainly used for gathering information. The trace logs, history file, and Crystal Report tools do not apply to BusinessObjects 6.x products but the other tools do.

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## Introduction

This document discusses the common tools that engineers use in troubleshooting an issue for you. Instructions are provided so that you may effectively use many of these same troubleshooting tools. Gathering this information before you call or log a case online will speed up the delivery of information to the Business Objects engineer.

## Information gathering tools

Each section will discuss a useful tool to help gather information before you speak with an engineer. Each tool will be explained including how to obtain it and what it is used for.

### Event Viewer logs

The first piece of information we always ask for is the Windows Event Viewer application and system logs. They log valuable information on the state of your system and the BusinessObjects applications. To access the Event Viewer perform the following steps:

1. Go to Start > Programs > Administrative tools > Event Viewer.
2. Click Application Log > Action > Save log file as. Provide the log file a descriptive name such as app\_datetime for application logs and sys\_datetime for system logs.
3. Attach the logs to the case or email them to your engineer.

### BusinessObjects Enterprise and Crystal Enterprise trace logs

The most important tool we use is trace logs. They trace every function the service goes through while completing tasks. We use them to determine what is happening. We will sometimes ask for multiple services to be logged so we can understand the workflow of the issue. To enable trace logs do the following:

1. Log on to the Crystal Configuration Manager using an account with administrative privileges.
2. Highlight the service you would like to enable tracing on and click the **Stop** button.
3. Double-click the server, type “-trace” on the command line, then click okay and finally click the **Start** button in the main interface to restart the service.

This tracing can be disk input/output intensive so we do not recommend turning it on all the time. If you leave it turned on then make plans to store or cleanup up the files.

The logs by default are stored in C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\Logging. For earlier versions of

the software and for more information search for the following knowledge base article [C2017203](#) on our web site:

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

### Crystal Reports print engine trace logs

The print engine trace logs can only be used for the processing servers such as the Page, Job, and Report Application Servers. They can be used to troubleshoot issues such as database query errors or export errors. This switch is usually combined with the **-trace** switch to collect information on what the print engine is doing at the time it is processing jobs. The switch **-crpetrace** is followed by a parameter indicating what to log. Typically we use a parameter of 7 to collect every component. To enable crpetrace logs do the following:

1. Log on to the Crystal Configuration Manager using an account with administrative privileges.
2. Highlight the service you would like to enable crpetrace on and click the **Stop** button.
3. Double-click the server, and type “-crpetrace 7” on the command line, then click okay and finally click the **Start** button in the main interface to restart the service.

Here is more information about the different **-crpetrace** parameters:

Command	Description
-crpetrace	trace only CRPE functions
-crpetrace 1	trace only CRPE functions
-crpetrace 2	trace only CRPE background thread
-crpetrace 3	trace both CRPE functions and CRPE background thread
-crpetrace 4	trace internal CRPE diagnostics
-crpetrace 7	trace CRPE functions and CRPE background thread and internal CRPE diagnostics

### Web Component Adapter (WCA) trace logs

WCA trace logs are useful when troubleshooting an issue where the client cannot connect to the BusinessObjects Enterprise server. To enable WCA trace logs refer to existing knowledge base article for detailed instructions:

<http://support.businessobjects.com/library/kbase/articles/c2014755.asp>

### Business Objects Enterprise History File

The history file contains a chronological history of all the patches applied to the server. The information in the file is valuable when trying to diagnose issues when you think a file update may need to be applied. By default, the history file can be by found in the following location:

- Enterprise XI:

\Program Files\Business Objects\BusinessObjects Enterprise  
11\Patches

- Enterprise XI Release 2:

\Program Files\Business Objects\BusinessObjects Enterprise  
11.5\Patches

For further questions about hot fixes and service packs review our FAQ:

[http://support.businessobjects.com/communityCS/TechnicalPapers/hot\\_fix\\_faq.pdf](http://support.businessobjects.com/communityCS/TechnicalPapers/hot_fix_faq.pdf)

### Crystal Report with saved data

When diagnosing issues with failing reports or possible report design issues we ask you to send us the report with saved data. To send us a report with saved data, do the following:

1. Go to **Start > Programs > Crystal Reports XI**.
2. Open the report, click **Refresh > File > Save Data with Report**.
3. Attach the report to the case or email it to your engineer.

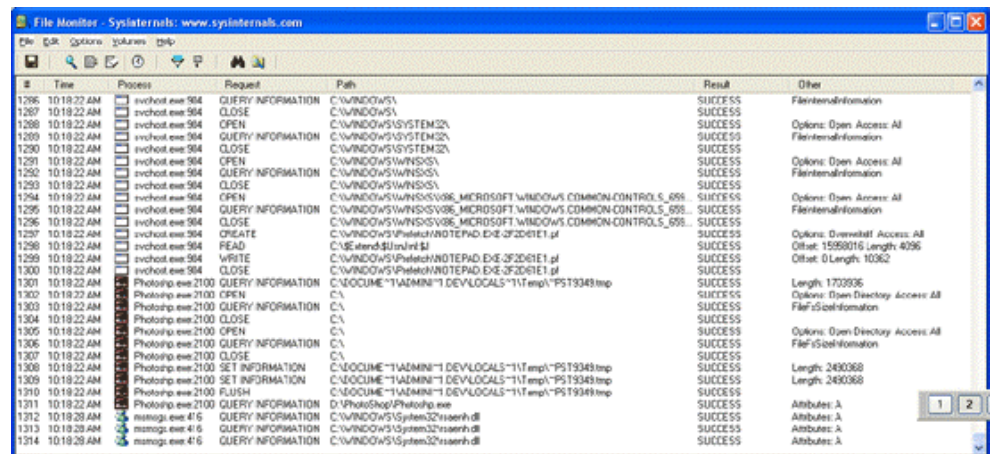
### File Monitor

File Monitor from Sysinternals is a valuable tool to diagnose any file lock or permissions issues and to log the workflow of the issue from a file perspective. You can download the tool from [www.sysinternals.com](http://www.sysinternals.com). Extract the package which includes the program and a user's manual. Here are our quick start tips:

1. Open File Monitor and click the **Capture** button (magnifying glass) to stop capturing information. Your Windows account must have administrator privileges to run FileMon.
2. Click **Edit** and click **Clear display** to start with a clear window. See figure 1 on the next page.
3. Start your BusinessObjects application.
4. Click the **Capture** button to start the capture.
5. Go through the workflow to reproduce the issue.
6. Click the **Capture** button to stop the capture. Click the **Save** button to save the results.
7. Attach the results to the case or email them to your engineer.

File Monitor shows which process is accessing a file, what the request is, the file being accessed (including path), and the result of the request. See Figure 1.

Figure 1:

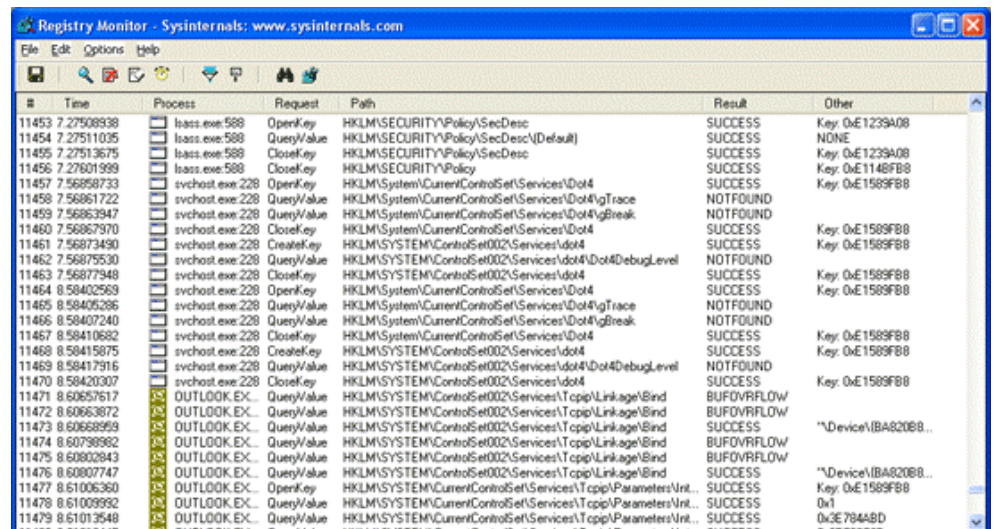


## Registry Monitor

Registry Monitor from Sysinternals is very similar to File Monitor. Instead of tracking files it tracks registry reads and writes. The steps for using Registry Monitor are exactly the same as File Monitor. You can download the tool from [www.sysinternals.com](http://www.sysinternals.com). See figure 2 for a screenshot of the application.

Registry Monitor shows which process is accessing the registry, what the request is, the registry key being accessed (including path), and the result of the request.

Figure 2:



## Modules

Our Modules program is used to compare file information between a source computer and a destination computer. Often we use modules to compare versions of files between a working and non-working computer. Modules can be downloaded from our website:

<http://support.businessobjects.com/communityCS/FilesAndUpdates/modules.zip>

The instructions for using modules can be found in the following document:

[http://support.businessobjects.com/communityCS/TechnicalPapers/modules\\_how\\_to\\_use.pdf](http://support.businessobjects.com/communityCS/TechnicalPapers/modules_how_to_use.pdf)

After using the software save the results and attach it to the case or email them to the engineer.

### Screen shots of errors and the workflow

With some issues it can be useful to do a screen capture of the computer where the error occurs. To do a screen capture, do the following:

1. Hold down the **Alt + Print Screen** keys at the same time to capture the single active window or hold down the **Print Screen** key to capture the entire screen.
2. Open Microsoft Paint (MS) or MS Word, click **Ctrl-V** to paste the screenshot into the application, click **File**, and click **Save**.
3. Attach the file to the case or email it to your engineer.

### The Webex Recorder

Our support partner WebEx provides a free utility called the WebEx recorder that can record mouse movements, keystrokes, and what is happening on your screen. This is highly useful so we can see exactly what you are doing and what you are looking at. You can also use it to have the end user record exactly what they are seeing or doing to create an issue. You can download the recorder here:

[http://www.meetingcenter.net/record\\_play.htm](http://www.meetingcenter.net/record_play.htm)

Instructions to use the recorder are available on the download site listed above. Here is the direct link to the instructions document:

<http://www.intercall.com/meetingcoach/pdf/MeetingCenterRecorderPlayerGuide.pdf>

### Process Explorer

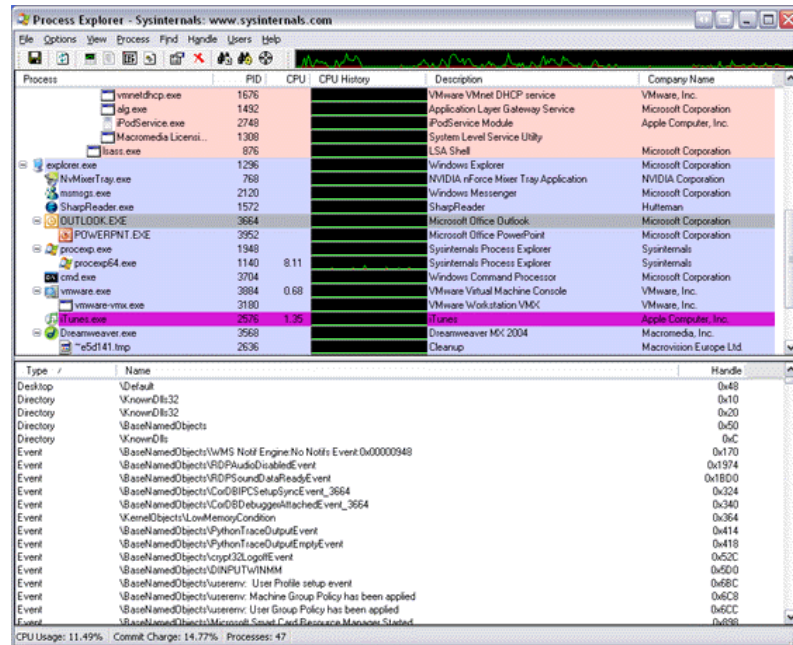
Process Explorer by sysinternals is another very valuable tool we use to gather information on how processes behave. We can use the tool to see what files, registry keys, ports, users and other activities that processes are performing when the BusinessObjects Enterprise server is running. We often use Process Explorer to go through a workflow issue. For details on using Process Explorer download it from the following web site:

<http://www.sysinternals.com>



Process Explorer shows the processes, subprocesses, Process IDs (PID), CPU usage/history, process description, and company.

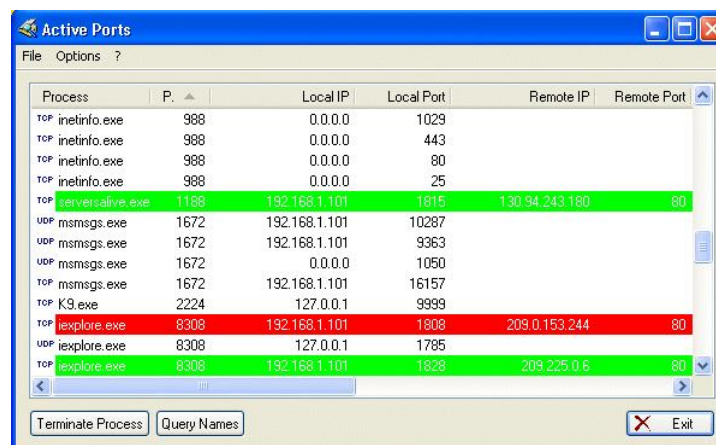
Figure 3:



## Active Ports

Active Ports, from SmartLine Incorporated, is an easy to use tool for Windows NT/2000/XP that enables you to monitor all open TCP/IP and UDP ports on the local computer. It maps ports to the owning application so you can watch which process has opened which port. It also displays a local and remote IP address for each connection and allows you to terminate the owning process. Active Ports can help you to detect trojans and other malicious programs.

It can be downloaded from <http://www.protect-me.com/freeware.html>



## Finding more information

For more information and resources, refer to the product documentation and visit the support area of the web site at:

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

► [www.businessobjects.com](http://www.businessobjects.com)

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