

Crystal Enterprise 10

Best Practices to Reinstall Crystal Enterprise on Windows

Overview

If you need to uninstall and reinstall Crystal Enterprise on Windows, refer to the checklist provided in each of the steps required to do this successfully.

This document was written for Crystal Enterprise 10. However, it is applicable to earlier versions of Crystal Enterprise.

WARNING	The intention of this document is to provide general best practices. It is strongly recommended that you thoroughly evaluate the needs that are specific to your environment. Depending on the configuration of your system, there may be other steps required that are not included in this document. As well, there may be steps included in this document that are not applicable to your environment.
----------------	---

Contents

INTRODUCTION	2
STEP 1 – ESTABLISH THE CURRENT SETUP	2
STEP 2 – BACK UP THE SYSTEM SETUP	2
STEP 3 – UNINSTALL THE SYSTEM	3
STEP 4 – REINSTALL THE SYSTEM	4
FINDING MORE INFORMATION	4

Introduction

This document provides a checklist of recommendations and considerations for each of the four steps required to uninstall and then reinstall Crystal Enterprise on Windows.

1. Establish the current setup.
2. Back up the system setup.
3. Uninstall the system.
4. Reinstall the system.

Step 1 – Establish the current setup

Complete the following checklist to establish the current setup of the Crystal Enterprise system.

- Where is the Crystal Management Server (CMS) database located? Do you have the appropriate Database Administrator (DBA) access to this database? You will need these rights to back up and restore the CMS database.
- Highlight all the servers in the Central Configuration Manager (CCM), click the **Copy** button and paste into a text editor, such as Notepad, to record a copy of the command line switches.
- Is the active web server on the same machine? If not, is it behind a firewall? Do you have the appropriate Administrator access? You will need this to reinstall the web server components.
- Copy all the keycodes. Ensure that they are correct and not just the keycodes for add-ons, like RAS
- Confirm that the correct software is available for reinstallation, either from an installation CD or from a network shared location. (Note that the installation CDs for different products can have a similar look and feel. Be sure the read the label carefully.)

Step 2 – Back up the system setup

Complete the following checklist to backup the current Crystal Enterprise system setup.

- Back up the CMS database; not the entire drive. You will need to restore this from the back up file during the reinstallation process.
- Test the backup by restoring to a different database on the same database server and by connecting the CMS to it. This can be difficult with osql.
- Back up the File Repository Server (FRS). If the current FRS path in the Crystal Management Console (CMC) is different than the installation default, the installation will not overwrite it. However, it is recommended to back it up.

- ❑ Back up all customization. Are there custom codes for the Web Desktop (also known as ePortfolio in earlier versions) or elsewhere? If yes, back up the custom codes by copying the files to a safe location on the network. If you are not entirely certain, back up the following directories:
 - \Program Files\Common Files\Crystal Decisions\2.x\crystalreportviewers
 - \Program Files\Common Files\Crystal Decisions\2.x\webcontent
- These two directories will be overwritten during the reinstallation.
- ❑ This is a good opportunity to confirm the following:
 - a) that you have a backup strategy, and
 - b) that the restore process is tested. (If you do not test the restore process regularly, your backups may not work.)

Step 3 – Uninstall the system

CAUTION

A completely clean uninstall of the Crystal Enterprise system is only feasible if you either have only Crystal Enterprise installed or if you want to uninstall all Crystal and partner products on that machine. Otherwise, do not proceed past the first two on this checklist.

Complete the following checklist to uninstall the Crystal Enterprise system.

- ❑ From the Windows 'Add/Remove programs', select Crystal Enterprise to remove. The various plug-ins that are listed will be removed automatically. (If not, try rebooting first and then 'Add/Remove programs', again.)
- ❑ If you decide to remove the MSDE (Microsoft Data Engine), also delete the default DSN from the ODBC Administrator.
- ❑ In version 10, there is no uninstaller for removing the MSDE database. There is a Microsoft Knowledge Base article that lists the steps how to remove the MSDE: Article number 320873

Proceed to the following checklist only if it is feasible for a completely clean uninstall of the Crystal Enterprise system. Refer to the **CAUTION** note above. Proceeding through this checklist will adversely affect other Crystal and partner products that are installed on this machine.

- ❑ Delete the Crystal Decisions and/or Seagate Software registry keys, if present, in the following folders:
 - HKLM\Software
 - HKCU\Software
- ❑ Search for Crystal Decisions and/or Seagate Software folders on all drives. Delete them unless they are custom folders.

- ❑ Remove the following virtual directories:
 - /Crystal
 - /crystalreportviewers
 - /viewer
- ❑ Remove Crystal-related files in the %system_root% folder. In this folder, there are MSI files and packages. These are encrypted names. Place your mouse on these MSI files to review their details, like company names. Do *not* remove anything else from this folder; especially folders that contain SIDs (System Ids).

Step 4 – Reinstall the system

Complete the following checklist to reinstall the Crystal Enterprise system.

- ❑ Reboot the machine.
- ❑ Log on locally as the Local Administrator. It is recommended that installations not be performed remotely with Terminal Server.
- ❑ Reinstall from the installation CD or from a network share location.
- ❑ If SQL Server or SQL Server Client is detected, the installation will prompt for a database connection. Enter this information.
- ❑ When the installation is complete, test it with the default database and sample reports.
- ❑ Restore the original database and FRS that you backed up in an earlier step.
- ❑ Add all the keycodes, custom code files, command line switches that you backed up in an earlier step.

Upon completing all four steps and their checklists of recommendations and considerations, the reinstallation of the Crystal Enterprise system will be successful.

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

Business Objects owns the following U.S. patents, which may cover products that are offered and sold by Business Objects: 5,555,403, 6,247,008 B1, 6,578,027 B2, 6,490,593 and 6,289,352. Business Objects, the Business Objects logo, Crystal Reports, and Crystal Enterprise are trademarks or registered trademarks of Business Objects SA or its affiliated companies in the United States and other countries. All other names mentioned herein may be trademarks of their respective owners. Product specifications and program conditions are subject to change without notice. Copyright © 2005 Business Objects. All rights reserved.