

Crystal Decisions

Top 10 Troubleshooting Tips for Crystal Enterprise

Overview

This document discusses the top 10 troubleshooting tips for Crystal Enterprise.

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General Issues

1. Check your online help.
2. Check the guides installed with your product.
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 Enterprise

1. Use all available resources prior to engaging in a support request. All manuals are in the docs directory off of the root of the CD as well as installed into the Crystal Enterprise environment at:
<http://yourwebservice/crystal/enterprise/help>
2. Make sure that all services are running and enabled in the Crystal Configuration Manager.
3. Have your registration number ready, as well as the name and version number of the Crystal Decisions product you are using. Be aware of if you're using Standard or Professional and your general mode of delivery – unmanaged or managed. If you're unsure, consult this white paper:
http://support.crystaldecisions.com/communityCS/TechnicalPapers/ce8_managed_unmanaged_rpts.pdf.asp
4. When you go to view a report on demand, a logon screen can loop over and over is the database client is not set up correctly on the Page Server. Open the report in the report designer on the Page Server machine and see if you can get fresh data there. If you can and on-demand viewing still doesn't work, try running the Page Server service as a User account (see kbse c2007686). If the problem persists, contact technical support. Before you call, know which database client and version you are running, what database server version you are connecting to and what driver and version you are using to connect.

5. The ePortfolio doesn't have a seamless single-sign on as you would expect. When you hit a logon screen, you'll have to change the pull down to NT Authentication and not enter anything then click submit. A seamless single sign on is possible, but it just isn't how the ePortfolio is designed. For more info, see the white paper http://support.crystaldecisions.com/communityCS/TechnicalPapers/ce8_nt_authentication.pdf.asp
6. Thumbnails will not be available if the report is saved inappropriately. For information on correct saving of reports for thumbnail use, see kbase c2008814.
7. Leaving IIS to its Default Session Management will negatively impact the effectiveness of the concurrent licensing model. See the white paper: http://support.crystaldecisions.com/communityCS/TechnicalPapers/ce8_session_handling.pdf.asp and kbase c2009015 for further information.
8. To get more information on a particular problem, use logging. For information on logging, see kbase c2009055
9. Ensure that you're running with supported operating systems, database servers, database clients and appropriate server software. For information on which associated software is supported, see kbase c2009003
10. Crystal Enterprise sets up a viewer virtual directory and a crystal virtual directory on the Internet Information Server' Default website. If you are using a website other than the default, you will need to copy the viewer and crystal virtual directory configuration from the default.

Crystal Enterprise also sets up several application mappings on the default site. These can be viewed, and copied by right clicking on the default web site, selecting Properties, and then the Home directory tab. Click on app mappings. The Crystal app mapping extensions will point to the wcsinsapi.dll. You will need to restart the website when these changes have been made. For further information, see kbase c2007013.

Contacting Crystal Decisions for Technical Support

Along with this document we recommend that you visit our Technical Support web site for further resources and sample files. For further assistance, visit us at the web sites below.

Technical Support web site:

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

Answers By Email Support:

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

Phone Support:

Tel: (604) 669-8379