

# Crystal Reports for .NET: Troubleshooting the "Background Processing Error" Message



## Applies to:

Crystal Reports 9.1 to Crystal Reports 2008 when used in any version of Visual Studio .NET.

## Summary

There are a number of causes behind the "background processing " error message. This article discusses known issues and possible solutions to the error when Crystal Reports is used with Microsoft Visual Studio .NET. The errors this article discusses are:

- Error in file C:\DOCUME~1\rolfd\LOKALA~1\temp<guid>.rpt: The request could not be submitted for background processing
- System.Exception: Load report failed. ---> System.Runtime.InteropServices.COMException (0x800002AD): Error in File UNKNOWN.RPT: The request could not be submitted for background processing.

The solutions for the error suggested, are specific to Crystal Reports Assemblies for .NET when used with Microsoft Visual Studio .NET

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## What does the error mean?

Essentially, the error means that something went wrong with the report when it was being processed. This could be anything from incorrect runtime to database issues to hardware issues to report format issues.

## How do you troubleshoot the error?

The first place to start with the "The request could not be submitted for background processing" error, is downloading the latest updates for your particular version of Crystal Reports. If you are receiving the error on your development computer, all Crystal Reports updates can be found by searching for "Service Pack" or "Hot Fix" at this link:

<https://www.sdn.sap.com/irj/sdn/businessobjects-downloads>

If you are receiving the error on a computer that uses the Crystal Reports runtime (e.g.; either the Crystal Reports MSM or MSI files were used), ensure that you are using the latest MSM or MSI files. The latest MSM and MSI files can be downloaded by searching for "Utilities" at this link:

<https://www.sdn.sap.com/irj/sdn/businessobjects-downloads>

If you are not sure which runtime to use, consult this Wiki:

<https://www.sdn.sap.com/irj/sdn/wiki?path=/display/BOBJ/Crystal+Reports+2008>

To ensure that the runtime on the client computer and your development computer match, use the Modules utility to compare the runtime being loaded on the two systems. The Modules utility can be downloaded from here:

<https://smpdl.sap-ag.de/~sapidp/012002523100006252802008E/modules.zip>

If the above does not resolve the error, see the below for other possible causes and solutions.

## Examples of Runtime issues that may lead to the error message

Missing or incorrect version DLL. In particular, this may be the case with Crystal Reports 9.2 where the Crdb\_adoplus.dll is missing. Search the SAP notes:

<https://www.sdn.sap.com/irj/sdn/businessobjects-notes>

for note number 1216818.

## Examples of Report format issues that may lead to the error message

- Report is in portrait mode, but when the report is opened in the Crystal Reports designer, the fields run off the design page. Setting the page to landscape may resolve the issue.
- Adding 'whileprintingrecords' to the beginning of all formulas may resolve the issue. This is a reported but untested solution(!).
- The font the report was created with is missing. Ensure the font is installed and available.
- One or more fields overlap a section. Simply increasing the size of the section may eliminate the issue.

## Examples of Data issues that may lead to the error message

Data issues usually relate to format differences of the data supplied to the report as opposed to what the report is expecting, or the data format the report was created with. For example, when using DataSets (.NET 2005), if there is a unique identifier in the dataset and more than one record exists in the dataset with the same ID, the background processing error will be thrown. Another confirmed example is when a file used in a report at design time is string type in the database. At a latter time, for formatting reasons the field in the database is converted to a type of integer. Running the report will cause the background processing error. It is a critical that data types as well as formats match what the report expects (what the report was created with).

To troubleshoot possible data issues when using ADO .NET datasets, write out the dataset to an XML file:

```
oEmployeeDataset.WriteXml(xmlPath, XmlWriteMode.WriteSchema)
```

Open the report in the Crystal Reports designer and point the report at the above XML file. If the report works here, it is not a data issue. If you receive any errors, missing fields or a field mapping dialog, the dataset does not match what the report expects and you will have to resolve this discrepancy.

## Hardware related issues that may lead to the error message

- RAM. Ensure that the minimum hardware requirements are satisfied. The issue has been reported with Crystal Reports XI r2 where the RAM was only 256 mb.
- Printers. If the error is produced while printing from a web application or a windows service, ensure that the application accesses the printer by UNC \\server\printer. If the printer is on another server you will need a domain account and permissions set up as described in the Permissions section of this article. It is also recommended that you always check to see if there are any updates for the printer driver being used. Also, see the following Microsoft kbase article regarding configuration of system printers:

<http://support.microsoft.com/kb/184291/en-us>

- Hard Drive Space. Ensure that there is enough hard drive space. Crystal Reports uses temp files extensively and on occasion this may lead to the hard drive space being used up. In particular, this may be the case with web applications that need to handle a large number of users and the report objects are not being terminated in code. Always ensure that the report objects are closed and disposed (as described below ) once your application has finished processing the report:

```
Private Page_Unload()  
report.close()  
report.dispose()  
End Sub
```

## Other possible causes of the error

- Permissions. When using web applications Crystal Reports requires at least read / write permissions on the user temp directory. Other permission issue should be investigated also. Use the utilities Filemon and Regmon to determine possible permission issues. Filemon and Regmon can be downloaded from here:

<http://www.microsoft.com/technet/sysinternals/utilities/filemon.msp>

<http://www.microsoft.com/technet/sysinternals/utilities/regmon.msp>

When using Windows Service. By default all Crystal Reports and Business Objects services will be started as local system, this is a built in account that has almost the same type of permission as a local Admin. This should be enough for local permissions. If the service is intended to schedule/send to a network path the service must be restarted running under a domain account and the path is the UNC path \\server\share not a share path like j:\share. E.G.; the service would be the server responsible for placing the file in the specified location. The account will need read/write permissions to the UNC path.

- Framework. Applications created on the 1.1 framework and deployed to computers where both framework 1.1 and 2.0 exist may result in the error. Crystal Reports assemblies for framework 1.1 are not compatible with framework 2.0. However by definition, the application will load the latest framework. This may be resolved by recompiling the application with 2.0 framework, or forcing the application to load framework 1.1 as described in the following Microsoft kbase:

[http://msdn2.microsoft.com/en-us/library/65y5x3xf\(vs.71\).aspx](http://msdn2.microsoft.com/en-us/library/65y5x3xf(vs.71).aspx)

Or configuring IIS as follows:

In Start | Run, enter inetmgr. Expand: Server - Websites - Default Website. Right-click your Web Application's Virtual Directory. Click Properties. Select the ASP.NET Tab. Click on the ASP.NET version dropdown. Select Framework 1.1.xx... Note that this will force the server to use framework 1.1 for all applications(!).

- Vista Operating System. Ensure that your version of Crystal Reports supports the Vista Operating System. For a quick reference, see the table below:

CR Product Name	Assembly Version	Vista Operating System Support	
		.NET Development	.NET Runtime
CR 9.1 for .NET 2002	9.1.3300.0	N	Y
CR 9.1 for .NET 2003	9.1.5000.0	N	Y
CR 10.0.0.533	10.0.3300.0	N	Y (Not tested)
CR 10.2 for .NET 2005	10.2.3600.0	Y (.NET 2005) *	Y
CR 11.0.0.895	11.0.3300.0	N	Y (Not tested)
CR 11.5.0.313	11.5.3300.0	N	Y
CR 11.5.0.313	11.5.3700	Y (.NET 2005) *	Y
CR 12.0.0.549	12.0.1100	N	Y
CR 12.0.0.683 (SP0)	12.0.1100	N	Y
CR 12.0.0.549	12.0.2000.0	Y (.NET 2005) *	Y
CR 12.0.0.683 (SP0)	12.0.0.2000.0	Y (.NET 2008)	Y
CR 10.5 for .NET 2008	10.5.3700.0	Y (.NET 2008)	Y

\* Microsoft Visual Studio .NET 2005 Service Pack 1 must be installed

For more detail regarding support of the Vista Operating System, see the Article "Versions of Crystal Reports supported the Microsoft Vista Operating System" at this link:

[https://bc.sdn.sap.com/files/crystal\\_reports\\_support\\_vista.pdf](https://bc.sdn.sap.com/files/crystal_reports_support_vista.pdf)

## **Related Content**

[Err Msg:"background processing" refreshing report in VS .NET 2003 application](#)

[Crystal Reports for Visual Studio .NET Runtime Distribution - Versions 9.1 to 12.0](#)

[Modules utility download](#)

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