

Upgrading to CR 2008 V1 / SP1



Applies to:

Crystal Reports 2008 V1 / SP1

Crystal Reports 2008 V0 / SP0

Summary

This document describes best practices for upgrading your Crystal Reports runtime and designer to Crystal Reports 2008 V1 / SP1.

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Background

Unlike other service packs, Crystal Reports 2008 SP0 based components and Crystal Reports 2008 SP1 based components cannot coexist on the same machine.

This applies to all Business Objects products that include the Crystal Reports 2008 engine:

- Crystal Reports 2008 SP0
- Crystal Reports 2008 SP0 MSI, MSM, and ClickOnce deployment packages
- Crystal Reports 2008 SP1 (incremental patch to SP1 level)
- Crystal Reports 2008 V1 (full build of SP1 level)
- Crystal Reports 2008 V0 MSI, MSM, and ClickOnce deployment packages
- BusinessObjects XI 3.0
- BusinessObjects XI 3.1
- Crystal Reports Server 2008
- Edge Series 3.0
- Edge Series 3.1
- Crystal Reports Server Embedded 2008 SP0
- Crystal Reports Server Embedded 2008 SP1

Scenarios and Solutions

The following symptoms are known to occur when combining the two service pack levels:

Combining (Crystal Reports Server 2008, Edge Series 3.0, or BusinessObjects Enterprise XI 3.0) with Crystal Reports 2008 SP1 on the Same Machine

The server cannot restart after upgrading. The following error message appears:

```
SvcMgr.exe - Entry Point Not Found
The procedure entry point ?CanStackDump@SLogger@CXLib400@@SA_NXZ could not be
located in the dynamic link library cxlibw-4-0.dll.
```

Solution

1. Backup the FRS and Repository database.
2. Uninstall Crystal Reports 2008.
3. Uninstall Crystal Reports Server 2008.
4. Install Crystal Reports Server 2008. Data in the FRS and CMS database will be unaffected.
5. Install Crystal Reports 2008 SP0.
6. Do not apply the Crystal Reports 2008 SP1 upgrade.

Combining (Crystal Reports 2008 SP1 runtime, BusinessObjects Enterprise XI 3.1, Crystal Reports Server 2008 SP1, Crystal Reports Server Embedded 2008 SP1 or Edge Series 3.1) and Crystal Reports 2008 SP0 designer

When the Crystal Reports 2008 SP1 runtime engine (either MSI, MSM, or ClickOnce) or a SP1 Server product is installed on a machine, that also has the Crystal Reports 2008 SP0 designer installed, the Crystal Reports 2008 SP0 designer will not start up. The following error message appears:

```
-----
crw32.exe - Entry Point Not Found
-----
The procedure entry point ?PrintLegend@CMapXLegend@CSLib300@@QAEXJJJJJ@Z could
not be located in the dynamic link library cslibu-3-0.dll.
-----
OK
-----
```

Solution

Download and install Crystal Reports 2008 SP1 incremental patch from the [Crystal Reports and Xcelsius support page](#).

1. Click **Downloads**.
2. Click **Get Crystal Reports, Crystal Reports Server, and Xcelsius downloads**.
3. Click the following criteria in the drop-down lists:
 - Software Product: **Crystal Reports**
 - Product Version: **Crystal Reports 2008**
 - Software Type: **Service Pack**
4. Click **Crystal Reports 2008 Service Pack 1**.

Corrective Measure Being Taken

We have refreshed the installation routines in the following components to detect incompatible software on the target machine, and stop the installation:

- [Crystal Reports 2008 SP1 – Incremental Patch](#)
- [Crystal Reports 2008 – Full Build](#)
- [Crystal Reports 2008 SP1 Runtime MSI](#)
- [Crystal Reports 2008 ClickOnce](#)
- Crystal Reports Server Embedded 2008 SP1

FAQ

I have Crystal Reports Server 2008 installed and I want to install Crystal Reports 2008 designer on the same server machine as well, what version of Crystal Reports 2008 should I be installing?

Install Crystal Reports SP0.

I have SAP BusinessObjects Enterprise XI 3.0 or Edge Series 3.0 installed and I want to install Crystal Reports 2008 designer on the same server machine as well, what version of Crystal Reports 2008 should I be installing?

Install Crystal Reports SP0.

I have SAP BusinessObjects Enterprise XI 3.1 or Edge Series 3.1 installed and I want to install Crystal Reports 2008 designer on the same server machine as well, what version of Crystal Reports should I be installing?

Install Crystal Reports SP1.

I accidentally installed Crystal Reports 2008 SP0 onto up SP1 components (i.e. CR 2008 Runtime SP1), now my Crystal Reports 2008 SP0 won't start up and I need to download the SP1 incremental patch. Where can I find this?

Download and install Crystal Reports 2008 SP1 incremental patch from Download and install Crystal Reports 2008 SP1 incremental patch from the [Crystal Reports and Xcelsius support page](#).

1. Click **Downloads**.
2. Click **Get Crystal Reports, Crystal Reports Server, and Xcelsius downloads**.
3. Click the following criteria in the drop-down lists:
 - Software Product: **Crystal Reports**
 - Product Version: **Crystal Reports 2008**
 - Software Type: **Service Pack**
4. Click **Crystal Reports 2008 Service Pack 1**.

When will Crystal Reports 2008 SP1, Crystal Reports 2008 SP1 Runtime MSI, Crystal Reports 2008 ClickOnce, Crystal Reports Server Embedded 2008 SP1 be refreshed so that it detects incompatible software?

These files are currently available on both the [Crystal Reports and Xcelsius support page](#) or on the [Service Marketplace](#) Support Portal if you have a valid support agreement.

Use the criteria:

- Software Product: **Crystal Reports**
- Product Version: **Crystal Reports 2008**
- Software Type: **Service Pack** (for the Crystal Reports 2008 SP1 incremental patch and the full build).
- Software Type: **Utility** (for the Crystal Reports 2008 SP1 Runtime MSI, Crystal Reports 2008 ClickOnce)

I am an ISV (Independent Software Vendor) and I'm writing an application that embeds the Crystal Reports 2008 runtime, what version of the runtime should I use? What version of the Crystal Reports 2008 designer should I suggest my customers install if they want to deploy my application and Crystal Reports 2008 designer on the same machine?

If you are writing an application to redistribute to customers, you should be using Crystal Reports 2008 SP1 Runtime or newer. You should also advise your customers to only install Crystal Reports 2008 SP1 designer or newer on the same machine.

Where can I download these updated Service Packs from once they are refreshed?

The Service Packs are accessible from the regular [download location](#) for Crystal Reports Service Packs.

You can also download the files from [Service Marketplace](#) Support Portal if you have a support contract.

Use the criteria:

- Software Product: **Crystal Reports**
- Product Version: **Crystal Reports 2008**
- Software Type: **Service Pack** (for the Crystal Reports 2008 SP1 incremental patch and the full build).
- Software Type: **Utility** (for the Crystal Reports 2008 SP1 Runtime MSI, Crystal Reports 2008 ClickOnce)

How can I tell what version of Crystal Reports 2008 I have installed?

You can distinguish the Service Pack levels based on the version number. You can access the version number from the Help-About screen in Crystal Reports. Refer to the [guide for the version numbers](#).

For Crystal Reports 2008 SP1 refreshed products, is there an incremental patch or a full build?

There will be both an incremental patch for use to patch earlier versions of Crystal Reports 2008 (such as SP0) and there will be a full build of SP1 produced as well.

When I install the refreshed version of SP1 will this solve all problems with SP0 and SP1 co-existing on the same machine entirely?

The re-release of SP1 will detect incompatible software on the target machine, and stop the installation. However, if you successfully install SP1 and then try to install an SP0 based product onto this same machine you will cause a conflict since only SP1 is being refreshed but SP0 is not being refreshed.

Will there be issues with SP0 and Future Service Packs (i.e. SP2 and above) co-existing on the same machine?

SP0 cannot co-exist on the same machine with any other applications at a high Service Pack level. For future Service Packs the plan is to have the same installation routines that were put in place with the refreshed SP1 will be implemented as well to detect incompatible software on the target machine, and stop the installation.

Will there be issues with SP1 and above products mixed and matched with other SP1 and Future Service Packs (i.e. SP1 product with a SP2 product) co-existing on the same machine?

This is a supported scenario. However, there may be some minor cases where the solution to issues may necessitate a customer to be at the same SP level for all installed components.

I want to use the Crystal Reports 2008 SP1 Merge Modules but they are not being refreshed, to reliably detect any incompatible SP0 software on the target machine what checks should I put into my MSI installer?

Here are the instructions on what need to be added to the MSI tables to add the blocks to the MSI.

The Upgrade table lists the products and version range that is blocked (SP0), should you want to customize it for whatever reason. Note that BOE_XI31 row in the Upgrade table blocks against both SAP BusinessObjects Enterprise, as well as SAP BusinessObjects Edge series.

1. Add the following entries to the Upgrade table.

UpgradeCode	VersionMin	VersionMax	Language	Attributes	Remove	ActionProperty
{F1CB46E8-A664-492C-960D-AA3D3602E423}	12.0.0	12.1.0		258		CR_2008
{A043595C-CD59-4241-BE30-4AB3DA2C92CB}	12.0.0	12.1.0		258		CR_2008_EE
{A8AFD866-9369-4743-AEB7-4D11272A4F80}	12.0.0	12.1.0		258		CRS_Embedded_2008
{04813893-ED21-464A-819B-976772EBF245}	12.0.0	12.1.0		258		CRS_2008
{4588D049-350B-4EFB-BA08-405AEDBACE75}	12.0.0	12.1.0		258		BOE_XI31

2. Add the following launch condition to the LaunchCondition table

Condition	Description
NOT (CR_2008 OR CR_2008_EE OR CRS_Embedded_2008 OR CRS_2008 OR BOE_XI31)	A BusinessObjects product at a lower patch level is detected. This installation cannot continue. Please update all installed products to the SP1 patch level, then restart this installation.

3. Add the **FindRelatedProducts** Action and the **LaunchConditions** Action to both the **InstallUISequence** table, and to the **InstallExecuteSequence** table. Make sure that the **FindRelatedProducts** Action is sequenced before the **LaunchConditions** Action.

Related Content

Note [1276502](#) - crw32.exe - Entry Point Not Found

Note [1197923](#) - How to manually uninstall Crystal Reports 2008

Note 1335280 - Upgrading to Crystal Reports 2008 V1 / SP1

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