

Crystal Reports 8.0

Compatibility Issues

Overview

This paper is intended to help users who will use Crystal Reports 8 and earlier versions of products from Crystal Decisions (including Crystal Reports 7x, Seagate Analysis and Seagate Info 7x). Being aware of the following listed compatibility issues will help you deploy Crystal Decisions products more effectively.

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Installation issues

The installation issues in this section are important to you if you install Crystal Reports 8 **AND** early versions of Crystal Decisions products on the same machine.

Crystal Reports 8 with Crystal Reports 7x

- When Crystal Reports 8 is installed onto a system that already has version 7 (or version 7 Maintenance Release 1¹) installed, the install is successful and the product works properly.
- Crystal Reports 8 can be uninstalled and Crystal Reports 7 will still work properly (there are no prompts about shared files and it appears none are removed).

¹ All future references in this document to Crystal Report 7 include version 7 and version 7 Maintenance Release

- If Crystal Reports 7 is removed first and any of the shared files are removed (the user is asked if they want to remove various shared files)
- Crystal Reports 8 will not work properly and cannot even be uninstalled. If however no shared files are removed during the un-installation of Crystal Reports 7 then Crystal Reports 8 will work properly and will uninstall properly. This problem was found throughout the systems tested (Windows 95 Y2K, Windows 98 SP1, Windows 98 Y2K, Windows NT 4 Server Service Pack 4 and Service Pack 5, Windows NT 4 Workstation Service Pack 4 and Service Pack 5).
- When Crystal Reports 8 is installed onto the same system as Crystal Reports 7 without uninstalling version 7, Crystal Reports 7 icons will be removed from the Start Menu. However, the program group is not removed. This problem was found throughout the systems tested (Windows 95 Y2K, Windows 98 SP1, Windows 98 Y2K, Windows NT 4 Server Service Pack 4 and Service Pack 5, Windows NT 4 Workstation Service Pack 4 and Service Pack 5).

Crystal Reports 8 with Seagate Analysis

- On Windows 9x, if you have both Seagate Analysis and Crystal Reports 8 on the same machine and you choose to completely uninstall either one, the omni* files (omniorb251_rt.dll, and omnithread2_rt.dll) will be removed. The user has to specify not to remove these shared files explicitly during the uninstall process to ensure the remaining product will function correctly. This problem applies to not only Seagate Analysis and Crystal Reports 8, but also any other products that use omni*.dll (e.g. Seagate Info).
- When Seagate Analysis is installed after Crystal Reports 8, it replaces the version 14 cr* drivers for ODBC in system/system32 with version 13 of the drivers (CRWTRACK# 25252). This problem occurs in the original Seagate Analysis, but has been corrected with Seagate Analysis MR1.

Crystal Reports 8 with Seagate Info 7

- Users will not be able to use the Crystal Reports 8 Crystal Report Viewer for ActiveX to view Report Packages from a Seagate Info 7.x Info WebAccess Server.
- Users will not be able to use the Seagate Info HTML Viewer (they will receive a "File I/O Error") through Info WebAccess when Crystal Reports 8 and Seagate Info 7.x Info WebAccess Server are installed on the same web server computer.
- When the Crystal Reports 8 Web Component Server is installed on a machine on which Seagate Info 7 resides, the Info Viewer will cease to function correctly.

To resolve this issue, users will need to run the executable CVWAX.EXE, located in the \Tools\CVWAX directory of the Crystal Reports 8 product CD.

This will launch an install program that will replace the existing Info Viewer program file (CVWAX32.exe).

Version 7 and Version 8 Report Format Compatibility

Users who will be using both Version 7 and Version 8 of Crystal Reports should be aware of the following compatibility issues between the two report formats:

- If the user intends to use a Version 8 report on a Version 7 system, the user should save it as a Version 7 report, by choosing 'Save as 7.0' from the File menu.
- Although saving the report in Version 7 format will ensure the highest compatibility, it does not guarantee that the report will be formatted identically in both versions. For example, if a Version 8 report contains rotated text and is saved in Version 7 format, the text will be displayed horizontally in Version 7 because vertical text is a new feature in Version 8.
- As well, note that reports with certain new features in Crystal Reports 8 cannot be saved in Version 7 format. These reports include:
 - reports created using the Active Data Driver (p2smon.dll) or the OLE DB Driver (p2soledb.dll), reports which contain Basic syntax formulas or Crystal syntax formulas that use any of the new Crystal syntax features,
 - reports which contain percent of total summaries,
 - reports which contain hierarchical grouping, and
 - reports created with the Excel add-in, Crystal Report Wizard. (Note: Users will be able to use Seagate Analysis to further modify the report, but will not be able to preview it. We recommend that users only use Crystal Reports 8 to make any further modifications to this type of reports.)

Although the user can open a Version 8 report using Crystal Reports 7, it is not recommended. For instance, if the Version 8 report has saved data, opening it in Crystal Reports 7 will cause the data to be discarded.

Contacting Crystal Decisions for Technical Support

Along with this document, and the *Crystal Reports User's Guide*, 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