

Crystal Enterprise

Understanding log files of the Crystal Enterprise 10 Data Source Migration Wizard

Overview

When using the Crystal Enterprise 10 Data Source Migration Wizard, it is important to understand the log files, generated by this tool, to troubleshoot issues that can arise during the process of migrating files.

This document contains examples of the log file message text with an explanation of their meaning.

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Introduction

To determine whether or not the source files were migrated successfully by the Crystal Data Source Migration Wizard, review the details the log file. The log file contains information that is useful for identifying any errors that may have occurred during the migration. It includes a list of every report and data source that was processed by the Wizard, and a record of the actions that were performed on each object.

It is strongly recommended that you always verify the log file after the migration to troubleshoot any errors that may have occurred during the migration.

The messages in the log file typically follow this structure:

[Message tag] message text

Depending on the type of file that is processed, multiple messages may appear in the log file for each object.

Where to Find the Log File

The Wizard saves the log as a standard TXT file in the root directory location of the folder that you specified for the target reports.

Log File Message Tags

There are three types of messages in the log file. Each type is indicated by preceding the message text with a tag such as:

- **[INFO]**
- **[ERROR]**
- **[WARNING]**

INFO messages

Log file messages that are preceded by the [INFO] tag indicate that the Wizard is able to process the files successfully. Depending on the report file, the data source type, and the migration settings enabled, different messages appear in the log.

The blank, “_”, indicates that an object or file name appears in the message text.

- *“_” converted to “_” based on Crystal Dictionary/Infoview “_” now “_”*

This message states that the original report and its associated dictionary/InfoView were successfully migrated to their new locations.

- *“_” converted to “_” based on Crystal Query “_” now “_”*

This message states that the original report and its associated Crystal query were successfully migrated to their new locations.

- *“_” already exists in the target location as “_”. It will not be re-migrated.*

This message states that the report was already migrated and can be found at its new location. As a result, it will not be migrated again.

- *Processing report "_" ()*

This message states that the report is being processed by the Wizard. If the report has a title, it will be shown inside the parentheses.

- *Migrating Crystal Dictionary/Infoview "_"*

This message states that the dictionary/InfoView file is being migrated by the Wizard.

- *Migrating Crystal Query "_"*

This message states that the Crystal query file is being migrated by the Wizard.

- *Migrating cached Crystal Dictionary/Infoview "_"*

This message states that the cached copy of the dictionary/InfoView is being migrated. This occurs if the original dictionary/InfoView file is missing, and the option to migrate the cached copy is enabled.

- *Migrating cached Crystal Query "_"*

This message states that the cached copy of the query is being migrated. This occurs if the original query file is missing, and the option to migrate the cached copy is enabled.

ERROR messages

Log file messages that are preceded by the [ERROR] tag indicate that the Wizard encountered a problem. When this happens, the Wizard does not stop; it logs the error, bypasses the file, and continues to migrate the rest of your files.

The blank, "_", indicates that an object or file name appears in the message text.

- *Error when converting connection "_"*

This message states that the Wizard encountered a problem when attempting to create a data connection for the business view.

The connection in the original dictionary/InfoView may contain an error.

- *Error when converting table "_"*

This message states that the Wizard encountered a problem when attempting to create a table in the business view's data foundation.

The table in the original dictionary/InfoView may contain an error.

- *Error when converting table link "_"*

This message states that the Wizard encountered a problem when attempting to recreate the links between the tables in the business view's data foundation.

The table links in the original dictionary/InfoView may contain errors.

- *Error when converting formula "_". The formula text is replaced. The error is "_".*

This message states that the Wizard encountered a problem when attempting to recreate a formula in the business view.

The formula in the original dictionary/InfoView may contain an error.

- *Error when converting logical table “_”*

This message states that the Wizard encountered a problem when attempting to create a business element in the business view.

The logical table in the original dictionary/InfoView may contain an error.

- *Error when saving Business View “_”*

This message states that the Wizard encountered a problem when attempting to save the business view in the Crystal Enterprise repository.

The cause of the error may be in the original dictionary/InfoView or in the Crystal Enterprise repository.

- *Error when saving the data foundation “_”*

This message states that the Wizard encountered a problem when attempting to save the business view's data foundation.

The original dictionary/InfoView may contain an error.

- *Unable to create repository folder for “_”*

This message states that the Wizard encountered a problem when attempting to create a folder in the Crystal Enterprise repository for the business view.

The cause of the error is likely in the Crystal Enterprise repository.

- *Unable to remove repository folder for “_”*

This message states that the Wizard encountered a problem when attempting to repair a partially migrated dictionary/InfoView.

The repair process occurs if the dictionary/InfoView was not successfully converted to a business view in a previous migration.

- *Error when converting row restriction “_”*

This message states that the Wizard encountered a problem when attempting to create formulas and filters in the business view to match the row restriction formulas in the original dictionary/InfoView.

The row restriction formulas in the original dictionary/InfoView may contain errors.

- *Unable to load dictionary/Infoview “_”*

This message states that the Wizard encountered a problem when it tried to open the dictionary/InfoView data source.

The original dictionary/InfoView may contain an error.

- *Cannot convert “_” based on Crystal Dictionary/Infoview “_”*

This message states that the Wizard encountered a problem when attempting to migrate a report that is based on a dictionary/InfoView.

The original report may contain an error.

- *Cannot convert “_” based on Crystal Query “_”*

This message states that the Wizard encountered a problem when it tried to migrate a report that is based on a Crystal query.

The original report may contain an error.

- *Error when retrieving string.*

- This message states that the migration wizard encountered a problem when attempting to convert a SQL text string handle to a standard string.

The original Crystal query may contain an error.

- *Fail to create report command.*

This message states that the Wizard encountered a problem when attempting to create the SQL Command in the Crystal Enterprise repository.

The cause of the error may be in the original query or in the Crystal Enterprise repository.

- *Fail to get SQL query from report.*

This message states that the migration wizard encountered a problem when attempting to retrieve the SQL text from a query.

The original Crystal query may contain an error, or perhaps it did not contain SQL text.

- *Fail to set location to migrated Business View or Command.*

This message states that the migration wizard encountered a problem when attempting to reset the data source location of the migrated report to its corresponding migrated data source.

This error occurs if the target report location cannot access the Crystal Enterprise repository.

WARNING messages

Log file messages that are preceded by the [WARNING] tag indicate that the Wizard encountered situations that require you to review the situation further.

The blank, “_”, indicates that an object or file name appears in the message text.

- *This dictionary/Infoview file contains formula field links. These links are not migrated to the generated Business View. Please recreate them if necessary.*

This message states that the dictionary/InfoView that is being migrated contains formula fields with links. The Wizard does not create these links in the business view, so you may have to recreate them manually.

- *The formula “_” is broken in the converted data foundation. The formula text is replaced.*

This message states that the text in the formula is no longer be valid. This occurs if the logical field names in the dictionary/InfoView are not the same as the physical field names. During the migration, the Wizard replaces the invalid text with a dummy value, and comments out the original text in the formula.

- *Report Command may contain date-time field that may be interpreted as a string field in the report. Please verify if the report is working.*

This message states that the original query may have contained date-time strings that are mistakenly recognized by the migrated report as string fields in the new

SQL Command object. To solve this inconsistency, you must open the report in Crystal Reports and perform the **Verify Database** command.

- *Query file “_” not migrated because it does not contain SQL text.*

This message states that query does not contain any SQL text. As a result, both the query and any reports that are based on the query will not be migrated. This happens if the "Force report migration even when the query does not have SQL text." option is not enabled.

- *The row restrictions defined in the original Crystal Infoview are not applied to any user. Please re-apply the corresponding Data Foundation filters if necessary.*

This message states any row restrictions that were defined in the InfoView are not present in the business view. You must review the business view's data foundation filters to re-apply the appropriate restrictions.

- *The Crystal Query does not contain any SQL text. The migrated report command will not have any SQL text but the reports will still run.*

This message warns that the query being migrated does not contain any SQL text. As a result, both the report and the query will be successfully migrated, but if you try to edit the resulting SQL command object, they will not see any SQL text.

Finding More Information

For more information and resources, refer to the product documentation and visit the support area of the web site at: www.businessobjects.com

For more information, refer to the BVMigrationWizard.pdf that is included in the download of the Crystal Enterprise 10 Data Source Migration Wizard at:

<http://www.businessobjects.com/products/downloadcenter/ceexpress.asp>

► www.businessobjects.com

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