

Crystal Reports XI r2:

If you are connecting using Crystal Reports XI r2, then you will need to go here for the fix with installation instructions:

http://ftp1.businessobjects.com/outgoing/sales/ondemand/SFDC_Proxy.zip

Crystal Reports 2008:

If you are using Crystal Reports 2008 SP0, then you should follow the following instructions.

Edit the CRConfig.xml (typically installed at C:\Program Files\Business Objects\Common\4.0\java). You will need to change tags in the section enclosed within <SForce> ... </SForce> .

If your proxy server is called http://myproxy.server.net and uses port 10000, this section should read:

```
<SForce>
  <CacheRowsetSize>100</CacheRowsetSize>
  <QueryBatchSize>2000</QueryBatchSize>
  <SocketTimeout>600000</SocketTimeout>
  <UseProxy>TRUE</UseProxy>
  <ProxyAddress>http://myproxy.server.net</ProxyAddress>
  <ProxyPort>10000</ProxyPort>
  <BatchLookupCacheJoinSize>200</BatchLookupCacheJoinSize>
</SForce>
```

If you also need to provide login credentials to your proxy server, this section would read:

```
<SForce>
  <CacheRowsetSize>100</CacheRowsetSize>
  <QueryBatchSize>2000</QueryBatchSize>
  <SocketTimeout>600000</SocketTimeout>
  <UseProxy>TRUE</UseProxy>
  <ProxyAddress>http://myproxy.server.net</ProxyAddress>
  <ProxyPort>1111</ProxyPort>
  <ProxyUsername>YOUR_USERNAME</ProxyUsername>
  <ProxyPassword>YOUR_PASSWORD</ProxyPassword>
  <BatchLookupCacheJoinSize>200</BatchLookupCacheJoinSize>
</SForce>
```

Note: Proxy servers often require a domain name as well. If this is the case, for the ProxyUsername above, use DOMAIN\YOUR_USERNAME.