

Seagate Info 7.x

Running Mixed Versions of Seagate Info 7.x in the same Environment

Overview

This document discusses frequently asked questions regarding the running of mixed versions of Seagate Info 7 or 7.5 in the same enterprise environment. This situation occurs in a staged upgrade process, where the full upgrade installation is spread out in smaller steps over several days or weeks. This document is for Seagate Info administrators and applies to Seagate Info versions 7 and 7.5.

After reading this document, you should have a better understanding of common questions arising from running mixed versions of Seagate Info in the same environment.

Contents

INTRODUCTION	2
FREQUENTLY ASKED QUESTIONS (FAQ).....	2
Info Viewer for ActiveX	2
Info Viewer for Windows.....	3
Report Objects and Instances	3
Seagate Info Components.....	3
Software Developer's Kit (SDK)	4
Seagate Analysis	4
TEST CONDITIONS	5
Seagate Info 7.0.2.100 server	5
Seagate Info 7.0.2.200 server	5
Seagate Info 7.5 server	5
FINDING MORE INFORMATION.....	5
CONTACTING CRYSTAL DECISIONS FOR TECHNICAL SUPPORT	5

Introduction

Many questions arise when upgrading Seagate Info in an enterprise environment. Often it may take days, or even weeks to fully upgrade a deployment of Seagate Info 7. During that time, it may be necessary to run mixed versions of Seagate Info 7 and 7.5.

This document addresses some of the concerns and issues that arise in this situation, when running mixed versions of Seagate Info 7.x in the same environment.

NOTE	It is not recommended that different versions of Seagate Info 7.x be used in the same environment over an <u>extended</u> period of time.
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The common questions are broken down into the following areas:

- Info Viewer for ActiveX
- Info Viewer for Windows
- Report Objects and Instances
- Seagate Info Components
- Software Developer's Kit (SDK)
- Seagate Analysis

In the *Finding More Information* section, you can find out how to learn more about report performance gains in Seagate Info 7.5.

Frequently Asked Questions (FAQ)

Info Viewer for ActiveX

Will the Seagate Info version 7.0.2.200 Info Viewer for ActiveX work with Seagate Info 7.5 instances?

This depends on the following cases:

- Yes – If you connect to a Seagate Info 7.0.2.200 Web Access server, you will be able to view Seagate Info 7.5 instances. (In this case, you are using the 7.0.2.200 Info Viewer for ActiveX.) Although technically this will work, it is not supported.
- If you connect to a Seagate Info 7.5 Web Access server, when attempting to view a 7.5 instance using the Info Viewer for ActiveX, you will receive a dialog box that prompts you to download the new 7.5 Info Viewer for ActiveX to your computer.
 - Yes – If you click **Yes**, then the newer viewer is downloaded to your computer and you will be able to view Seagate Info 7.5 instances. (In this case, you are using the 7.5 Info Viewer for ActiveX.)
 - No – If you click **No**, then the newer viewer is not downloaded to your computer and you will not be able to view Seagate Info 7.5 instances. (In this case, you are still using the 7.0.2.200 Info Viewer for ActiveX.)

Will the Seagate Info 7.0.2.200 Info Viewer for ActiveX be able to view Seagate Info 7.0.2.100 instances?

Yes.

Info Viewer for Windows

Will the Seagate Info version 7.0.2.200 Info Viewer for Windows work with Seagate Info 7.5 instances?

Yes. The Info Viewer for Windows can view Seagate Info 7.5 instances. Although technically this will work, it is not supported.

Will the Seagate Info 7.0.2.200 Info Viewer for Windows be able to view Seagate Info 7.0.2.100 instances?

Yes.

Report Objects and Instances

Will reports designed using the Seagate Info 7.0.2.0, 7.0.2.100, and 7.0.2.200 Info Report Designer function properly in a Seagate Info 7.5 environment?

Yes. All reports designed in previous versions of the Seagate Info 7 Info Report Designer will work in later releases of Seagate Info 7 and 7.5.

Will all existing reports and instances continue to function properly when the servers are upgraded to Seagate Info 7.5 from Seagate Info 7.0.2.100 or 7.0.2.200?

Yes.

Will reports designed using the Seagate Info 7.5 Info Report Designer but saved in Crystal Reports 7 format function properly in the Seagate Info 7.0.2.0, 7.0.2.100, or 7.0.2.200 environments?

Yes.

NOTE	Features that exist only in the Seagate Info 7.5 Info Report Designer will not get saved in the report if it is saved in Crystal Reports 7 format.
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Seagate Info Components

Will the Info Sentinels in Seagate Info 7.0.2.0, 7.0.2.100, 7.0.2.200, and 7.5 inter-operate with each other?

Yes.

Will the Seagate Info 7.0.2.200 Info Desktop for Windows work when connected to a Seagate Info 7.5 APS?

Partially.

Most of the version 7.0.2.200 Info Desktop for Windows client features will work properly when connected to a Seagate Info 7.5 Info APS server. (There is one exception, which is listed in the following.)

- The Info Desktop for Windows from Seagate Info 7.0.2.200 can connect to the Seagate Info 7.5 Info APS and display the Info Desktop contents successfully.
- Reports may be scheduled successfully.
- Report instances may be viewed successfully with the Info Viewer for Windows. Although technically this will work, it is not supported.
- Report instances cannot be viewed with the Info Analyzer.

NOTE	You will get prompted to upgrade your Seagate Info client unless the UpgradeClientMessage registry entry value is changed to "No" on the Info APS computer. This registry entry can be found in the following registry subkey: HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\Seagate Info\Options
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Can the Seagate Info 7.5 Info Desktop client connect to a Seagate Info 7.0.2.0, 7.0.2.100, or 7.0.2.200 APS?

No. This is by design.

Software Developer's Kit (SDK)

Is the Seagate Info 7.5 SDK compatible with other versions Seagate Info 7?

Yes. The SDK is compatible with every version of Seagate Info 7.

NOTE	Due to the fact that SDK deployments are always unique, it is imperative that deployments involving the SDK be upgraded in a test environment before the production environment is upgraded.
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Seagate Analysis

Is the Seagate Info 7 Analysis client compatible with a different version of the Seagate Info 7 Analysis server?

No.

The Seagate Analysis client must be the same version as the Seagate Analysis Server.

Test Conditions

Seagate Info 7.0.2.100 server

- Microsoft Windows NT 4, Service Pack (SP) 5
- Full install of Seagate Info 7.0.2.100

Seagate Info 7.0.2.200 server

- Windows 2000 Server
- Full install of Seagate Info 7.0.2.200

Seagate Info 7.5 server

- Windows 2000 Server
- Full install of Seagate Info 7.5

Finding More Information

For more information regarding performance gains in Seagate Info 7.5, refer to Knowledge Base article **c2008638** available at:

<http://support.crystaldecisions.com/library/kbase/articles/c2008638.asp>

For more information on the upgrade installation process to Seagate Info 7.5, refer to *Seagate Info 7.5 Upgrade & Installation: Details and Frequently Asked Questions (FAQ)* available at:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si75_upgrade_install.pdf

Contacting Crystal Decisions for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

Self-serve Support:

<http://support.crystaldecisions.com/>

Email Support:

<http://support.crystaldecisions.com/support/answers.asp>

Telephone Support:

<http://www.crystaldecisions.com/contact/support.asp>