

Crystal Reports 7.0

Installing the Crystal Reports Web Reports Server

Overview

The Crystal Reports 7.0 Installation routine does not remove the pre-existing virtual directories created by Crystal Reports 6.0(Track ID 13945). This causes problems when trying to view the sample reports after upgrading to Crystal Reports 7.0. We are recommending that a complete uninstall of version 6.0 components is performed prior to installing version 7.0. This document provides systematic instructions on this process.

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Web server independent steps

When uninstalling please make sure that you have taken the following steps:

CAUTION	Before you make any changes to your registry please be sure to make a back-up copy first. Also, if you have other Crystal Decisions installed please do not remove the entire Seagate Software directory. Instead, open the Seagate Software Folder and remove only the Crystal Reports entry
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1. Choose to uninstall Crystal Reports 6.0 from the Windows Control Panel\Add/Remove Programs utility.
2. Delete the c:\Program Files\Seagate Crystal Reports directory if it still exists after uninstalling Crystal Reports.
3. Delete the c:\WinNT\Crystal directory if the directory still exists after uninstalling Crystal Reports.

4. Delete any remaining Crystal Decisions files from the c:\WinNT\system32 directory files to look for are Cpeaut32.dll and Cpeaut32.dep, Crpe32.dll, Crpaige.dll, all files starting with p2s.
5. Delete the Seagate Software folder from the HKEY_LOCAL_MACHINE\SOFTWARE directory of your server machine's registry (access registry through Start|Run with the regedit.exe utility)

Microsoft Internet Information Server Web servers

Remove existing Crystal Reports virtual directories for Internet Information Service Manager or from the Registry at:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\W3SVC\Parameters\VirtualRoots.

Also, ensure that there is no .rpt and .cri under:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\W3SVC\Parameters\ScriptMap

Reboot server machine and begin installation of version 7.0. Upon completion of installation, make sure that the Crystal virtual directories are set up as below:

/screports - pointing to C:\Program Files\Seagate Software\Crystal Reports\reports with execute rights.

/ssquery - pointing to C:\Program Files\Seagate Software\Query Server\QclientInstall.

/scrsamples - pointing to C:\Program Files\Seagate Software\Crystal Reports\sample with execute rights.

/viewer - pointing to C:\Program Files\Seagate Software\viewers with only read rights.

Netscape Enterprise/FastTrack Web servers

If you have installed Crystal Reports – Web Reports Server version 7.0 to a Netscape Enterprise or Fast Track system where Crystal Reports 6.0 already exists then please check your obj.conf and mime.types files under c:\Netscape\SuiteSpot\https-(machinename)\config. The following configuration lines only should be present if Crystal Reports 7.0 has installed correctly.

Obj.conf

```
Init fn="load-modules" funcs="CrystalReportServer" shlib="C:/Program Files/Seagate Software/Crystal Reports/crweb.dll"
```

Under the heading <Object name=default> you need the following lines:

```
NameTrans fn="pfx2dir" from="/viewer" dir="C:/Program Files/Seagate
Software/Viewers"
```

```
NameTrans fn="pfx2dir" from="/scrsamples" dir="C:/Program Files/Seagate
Software/Crystal Reports/sample"
```

```
NameTrans fn="pfx2dir" from="/scrreports" dir="C:/Program Files/Seagate
Software/Crystal Reports/reports"
```

```
NameTrans fn="pfx2dir" from="/ssquery" dir="C:/Program Files/Seagate
Software/Query Server/QClientInstall"
```

```
Service fn="CrystalReportServer" method="(GET|POST)" type="magnus-
internal/cri"
```

```
Service fn="CrystalReportServer" method="(GET|POST)" type="magnus-
internal/rpt"
```

The last two entries in this file should be:

```
<Object ppath="C:/Program Files/Seagate Software/Query Server/*.exe">
```

```
ObjectType fn="force-type" type="application/octet-stream"
```

```
Service fn="send-file"
```

```
</Object>
```

```
<Object ppath="C:/Program Files/Seagate Software/Viewers/*.exe">
```

```
ObjectType fn="force-type" type="application/octet-stream"
```

```
Service fn="send-file"
```

```
</Object>
```

```
Mime.types
```

```
type=magnus-internal/cri exts=cri
```

```
type=magnus-internal/rpt exts=rpt
```

If any other Init, Name Trans or Service lines exist with the name Seagate Software or xtremehtm or crweb please remove them.

If you have already installed Crystal Reports 7.0 over top of Crystal Reports 6.0 please remove Crystal Reports 7.0 using Control Panel|Add Remove Programs. Then uninstall Crystal Reports 6.0 using the same method and follow the steps above to ensure that you have completely removed Crystal Reports from the

Please Note: Above path(s) is based on a typical install selecting all the defaults. If you have installed Crystal Reports 7.0 to any other directory besides the default adjust the above path references accordingly.

Web Server machine. Once you have performed these steps, you can again install Crystal Reports 7.0.

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>