crystal decisions ™

Crystal Reports

Crystal Reports 6.0 Installation guide

Overview

This document outlines general installation issues for Crystal Reports 6.0 followed by specific install related issues that have been tested for a Local, Partial, and Full Network Install. Information pertaining to upgrade installs and how to uninstall follow.

Contents

General

This section outlines general install issues for the 3 different install types under various different operating systems.

A Full Network install in Crystal Reports 6.0 is the equivalent to a Shared Network Install in Crystal Reports Version 5.0. A Partial Network Install in Version 6.0 is the equivalent to a LAN Install in Crystal Reports 5.0.

16bit does not support long directory filenames where as 32bit does. If you need to install to a long directory create the directory outside of the installation program. A long directory is considered to be a directory name more than 8 characters. During the install if you enter in directory name that does not exist and is longer than 8 characters you will get an **"Invalid directory"** error message. You can also install to long directory path with or without spaces in 32bit but not in 16bit. For example 32bit will install to the following path: *C:\ Program files \my computer\installation\32 bit \Crystal* . 16bit will install to *C:\bob \pc \crw* since each sub directory is less than 8 characters, however 16bit will NOT install to *C:\bobs pc\Crw* since there is a space in the directory name

Universal Naming Convention(UNC) is not supported in Crystal Reports 6.0 16bit\32bit. When doing an automatic installation if you do not install the Idapi component the product will not install. If you do not want to install the idapi engine you would need to perform a Custom Install and de-select this option.

When doing an automatic installation once you have clicked on OK there is no way to go back a screen to change the location and or the options of the installation.

When specifying where to install Crystal Reports, if installing to a sub directory make sure that the directory exists. The install will not create sub directories for you. The only directory it will create is the root-directory where you are installing to for example:

C:.:\ MyDir\Progs\Crystal   In this example,it will create the \Crystal directory, if the MyDir\Progs already exists but will not create these 2 other sub directories for you.

Before the install begins a msg indicating *"…backing up old files…"* appears when in fact, there is no previous version installed. Unfortunately, this is a standard feature of the install program used.

Do we modify any system files during an install? Yes, if the user accepts the changes these files are modified. In the config.sys the FILES= line is bumped up to 100. On a Win.3x platform we add the share line to the Autoexec.bat file with the following parameters if the users accepts the prompt to modify the file. We do encourage you to accept this change. *C:\dos\share.exe /L:500 /F:5100*

If any changes are made to either the Autoexec.bat or Config.Sys file the original files get backed up to autoexec.b~2 and config.s~1, respectively.

An automatic install does not change the autoexec.bat. However, if you install the Arbor Essbase component then the following changes will be made providing the user accepts the prompt for the change :*set arborpath=c:\essbase* set path=%path%; c:\essbase\bin

To determine what files we install ,we first check for the version of the file if it is newer or the same then we do not install the dll. If it is older we replace that dll with ours. If there is no version we check the date, again if its newer or the same we do not change it if its older we replace it. A situation where we rename the dll to .old and place a new on is if the location of the file changes. For example if originally crpe.dll was in the Crw directory and now it needs to be in Windows we would rename the one in Crw directory to Crpe.old and then place the one in windows

In regards to the OLEAUT32.DLL if it already exists then the install routine will replace the old one with a newer version dated 1/15/97 or 6/4/97

Completing a 32bit install the window and the icons being created ARE NOT visible however during the 16bit install, the window and icons being created ARE visible.

The install process creates a log file, which describes all the files the installation placed on your system and to what directory. This file is located in your Crw directory. The Crwsetup.log file is appended if you do one install and then for some reason re-install again. The file is never overwritten. After running a workstation setup the log files created is called Wkcsetup.log.

Completion of the install also ends with a screen indicating *"....backing up old Seagate Crystal Reports Files"* again this is normal behaviour for the setup routine used.

In Crystal Reports 6.0 there is a new key in the registry called Seagate Software the install will copy the old keys from *"Crystal Software"* over to the new *"Seagate Software"* key. Crystal Reports 6.0 components will read and write ONLY on the *"Seagate Software"* key. The old key is ignored (yet preserved). If you want to run multiple versions of CRW, you will have to update both keys. Just like running both the16-bit and 32-bit versions on the same machine. They will not interact/corrupt each others settings.

Registering and unregistering the DAO350.DLL using REGSVR32.EXE. The dao350.dll is installed to C:\Program Files\Common Files\Microsoft Shared\DAO directory. If using the regsvr32.exe file from VB to register/unregister the dao350.dll, it will not work because it does not like long files names with spaces. Therefore you will need to use the regsvr32.exe that comes with Microsoft's Visual C++ 4.0. The date on this file is 1/31/97 and the file size is 24,064KB.

What is the file REGSVRDC.EXE for ? This file registers the Design Time Control (DTC) and is installed to the \Windows\System directory. It gets installed if you install the option Microsoft Visual InterDev under the Developer's Files. To register the control the syntax is: *"regsvrdc CrystalReport.DTC"* and to unregister the control the syntax is: *"regsvrdc –u CrystalReport.DTC"* where "CrystalReport.DTC" is the name of the entry in the registry's CLASS_ROOT. If you try to unregister the CRYSDTC.OCX manually, you may run into problems since it relies on some dependency files. To unregister manually, you have to unregister it in the opposite order it was

registered with the other files. Refer to the Crwsetup.log filel to find out how it was registered.

The IDAPI and BDE directories have the same files in contents but are used for different purposes. For Wkcsetup the files need to be installed to the BDE directory which is a sub directory under the directory that Crystal was installed to. For Rptsetup the files need to be installed to the IDAPI directory since the user might have a different version of BDE on their system; therefore, to ensure that we pick up the correct dlls we place them in a separate directory.

When modification have been made to the Borland Language Driver settings, by modifying the Borland Database Engine Configuration, a reinstall of Crystal Reports will not overwrite those settings therefore they will still be preserved

If you experience problems installing to a Win 3.x PC always check the following:

1.   Amount of hard drive space available?

2.   Files= in config.sys should be 120

3.   Buffers in config.sys should be 45,0

4.   Set Temp parameter in autoexec.bat file should be pointing to a valid temp directory on the hard drive

5.   Verify the directory physically exists

6.   Make sure Share.exe is loaded with the parameters C:\Dos\Share.exe /L:500 /f:5100

7.   Check the amount of Conventional Memory available

When installing on a NT box you MUST be logged in as the Administrator not a User. On NT doing a custom install and clicking on the 'Select All' button; deselecting Database Access, Workstation Setup, Help Files, and Sample Reports under Sample Files options still installs the sample subdirectory under Seagate Crystal Reports.

CTL3DV2.DLL Issues:CRW 5.0.X.108 (16bit) on NT 4

CRW 5.0.x.108 (16BIT) doesn't read CTL3DV2.DLL from the \winnt\system directory.

Copy the CTL3DV2.DLL (V2.99) from the \winnt\system into the \winnt\system32 directory. Now run CRW.EXE.

If you don't have this version of the CTL3DV2.DLL (v2.99), obtain it from the NT 4.0 Workstation CD, from the \I386 directory.

It is called CTL3DV2.DL_, copy it to a temporary directory on your hard drive and use the c:\winnt\system32\expand.exe to expand the file to its original size. e.g.: c:\temp\EXPAND CTL3DV2.DL_ CTL3DV2.DLL. This file needs to sit in

the \winnt\system32 directory. The file date should be: 14 Oct 1996 and the size of this file should be: 27,200bytes.

Issue 1:

If the CTL3DV2.DLL (from NT4 workstation, V2.99) sits in the \winnt\system directory CRW doesn't pick it up, it will prompt with the following error: CTL3DV2.DLL cannot be found and refuse to load CRW.EXE.

Issue 2:

If you use the CTL3DV2.DLL that comes with CRW 5.0.x.108 i.e. (V2.31), and this is installed to the \winnt\system32 directory then the following error message occurs: "This application uses CTL3DV2.DLL which has not been correctly installed. CTL3DV2.DLL must be installed in the \windows\system directory". It will however, continue to load CRW.EXE.

Issue 3:

If you install CTL3DV2.DLL (V2.99) from Win NT4 onto a Win95 machine will it run CRW.EXE ? The answer is Yes.

Installation Requirements

16-bit version:

O/S	Min RAM	Recommended RAM	Min Hard Drive Space	Max
Win 3.1 or +	8 MB	16 MB	18 MB	108 MB
MS Win 95	8 MB	16 MB	18 MB	108 MB
NT 3.51 or +	16 MB	32 MB	18 MB	108 MB

32-bit version:

O/S	Min RAM	Recommended RAM	Min Hard Drive Space	Max
MS Win 95	8 MB	20 MB	21 MB	148 MB
NT 3.51 or +	16 MB	32 MB	21 MB	148 MB

Disk Space Requirements:

		Local	Partial Network	Partial Workstation	Full Network	Full Workstation
16-bit	Auto	87,290 K	88,931 K	25,892 K	9,2836 K	3,905 K
Custom	Select All	116,662 K	86,763 K			
32-bit	Auto	115,044 K	121,022 K	41,030 K	126,452 K	8,527 K
Custom	Select All	161,125 K	121,855 K			

Local Install

This installation process places all modules to the local machine.

At the beginning of the install a dialog box appears which says the OLEAUT32.DLL must be replaced in order for the installation to complete properly. This file is the OLE Automation dll for 32 bit systems, such as Windows 95 and NT. Both Windows 95 and NT come with a version of this dll, but if the installation determines that the original dll is older than the one that Crystal Reports 6.0 ships then it will replace the original dll with our one. Crystal Reports 6.0 requires the newer dll in order for it to work.

Sometimes other software such as Visual Basic 5.0 will also install a newer OLEAUT32.dll, in this case Crystal Reports 6.0 will detect this and not install ours. **Note this file is not found in the file listing because it already existed, and may have been replaced.

For a 16bit Automatic install you require 87,290K of hard drive space. For a Custom Select All install you require 116,662K.

The difference between an Automatic install and a Custom install is an Automatic install, the following options are not checked:

Database Access ->Arbor Essbase

Work Station Setup

For a 32bit Automatic install the amount of hard drive space required is 115,044K. For a Custom Select All install you need 1611,25K. The difference between an Automatic install and a Custom install is that when you do an Automatic install, the following options are not checked:

Database Access -> Arbor Essbase

Database Access -> ODBC Oracle 7.x/8.x

Work Station Setup

Partial Network Install

Space Required		Partial Network Install		Workstation
		Network Drive	System Drive	System Drive
16-bit Auto		88,931 K	25,892 K	25,892 K
Custom Select All		89,763 K	26,899 K	
32-bit Auto		121,022 K	41,475 K	41,030 K
Custom Select All		121,855 K	42,812 K	

* Difference between a custom | Select All and an Auto Install:

Custom | Select All includes the options for reporting off of ODBC Oracle 7.x/8.x and Arbor Essbase. These options can be installed by running the Seagate Crystal Reports setup program and toggling on Custom Install. Then

toggle on the check box for Arbor Client Files, and ODBC Oracle 7.x/8.x under Database access on in the Custom Installation Options Dialog box.

Installs the main application modules on the Network Server. Requires each user to run a workstation setup to install several modules on the client machine. Faster than a full network install and requires less local disk space than a local install.

Workstation setup (SETUP.EXE) is installed in the \CRW\WKCSETUP (16-bit)

This setup also requires a network activation disk for multiple simultaneous users.

Once you have completed the full network install in order to have several simultaneous users in the program at once you need to purchase a Lanpack in which you will have a network activation diskette. After installing Crystal on the network use this diskette and point to the network drive where you just installed Crystal. This install will increase the license count to however many you purchased. Once this is complete then you need to run Workstation setup onto each users PC. The workstation setup component will place icons on their desktop as well as some ODBC file into their Windows\System directory. Users require Read\Write rights to the Crw.net file.

Full Network Install

Installs all modules on the network server. Also provides an optional workstation setup to create icons in the client's windows environment. This is good for diskless workstations. Allows users to run the program from the shared drive.

This setup also requires a network activation disk for multiple simultaneous users.

When installing Crystal to run from the network, install from a PC where you will be accessing Crystal Reports from. Reason being once Crystal is installed, if you then attempt to use the windows add/remove component to remove any files the install placed locally on that system you will also remove the current install off the network drive. Therefore always chose a station that you know will be using Crystal Reports. A workstation setup will not be necessary on the PC that you install Crystal Reports from, this portion automatically gets installed during the initial setup.

Once you have completed the full network install in order to have several simultaneous users in the program at once you need to purchase a Lanpack in which you will have a network activation diskette. After installing Crystal on the network use this diskette and point to the network drive where you just installed Crystal. This install will increase the license count to however many you purchased. Once this is complete then you need to run Workstation setup onto each users PC. The workstation setup component will place icons on their desktop as well as some ODBC file into their Windows\System directory. Users require Read\Write rights to the Crw.net file.

The 16bit installation consists of 31 diskettes and for a automatic installation requires 92836K of hard drive space. The 16bit-workstation setup requires
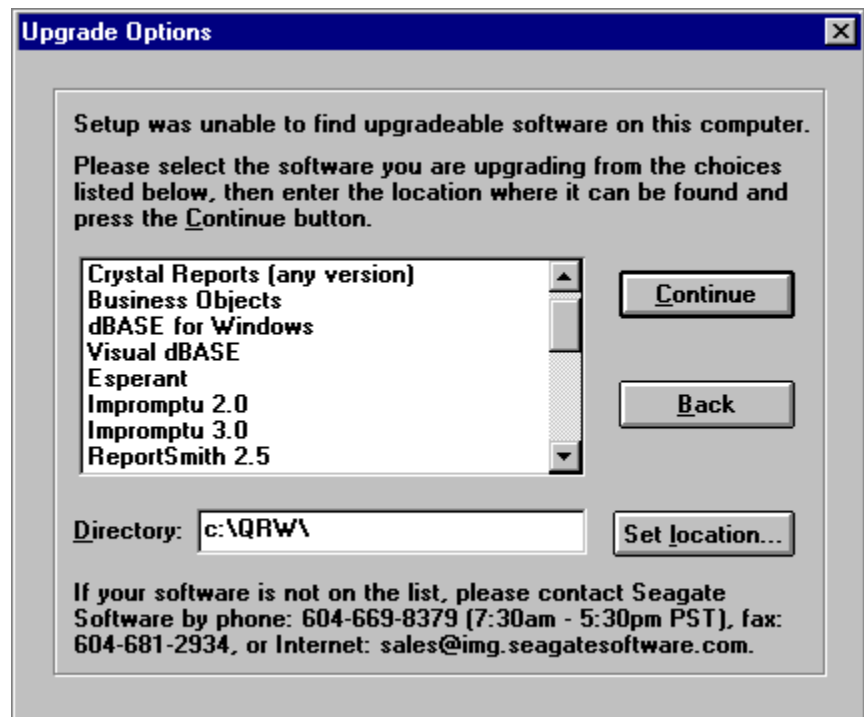
3905K of hard drive space available. A custom install places everything but Arbor Essbase under Database Access.

32bit Installation

The 32bit installation consists of 43 diskettes and requires 126452K of hard drive space, workstation setup requires 8527K. Universal Naming Convention is not supported. Long directory names with or without spaces are supported.

Upgrading

Crystal Reports version 6.0 upgrade install screen appears as follows:

If you are upgrading from VB4 or VB5 version of Crystal, you still have to "Set Location" for the upgradeable software. When you "Set Location", it will look for the upgradeable software in any subdirectories (many levels). For example If you set location to C:\Program Files, it will look under \ProgramFiles\DevStudio\Vb\Report to find the Crystal files.

Upgrading from VB (4 or 5) without the Crystal Reports component installed, the upgrade will work if you tell it to search for Upgradable software from the VB files instead of the Crystal files.

Upgrading to Crystal Reports 6.0, from VB5 with Crystal Reports 4.6 the upgrade will not find the VB directory on its own since the Vb5 executable is called VB5.exe and we look for vb.exe. Therefore you need to Set Location to where the VB5 is installed and Crystal will be in a sub directory called reports VB\Reports

scr6_installation.pdf

If you install Crystal Reports 6.0, and then install VB5 with Crystal Reports 4.6, then the 4.6 version will overwrite the 6.0 files in the \windows\system and \windows\crystal directories. You will have to reinstall Crystal Reports 6.0.

Uninstalling

There is no uninstaller for 16bit. Refer to the Setup.log file placed in your Crw directory. This outlines all the files installed and to what directories. For an uninstall of a Workstation setup refer to the Wkcsetup.log file. For the 32bit uninstall you can use the Windows uninstaller. You require the original Crystal Reports 6.0 install CD in order to uninstall the program. Currently in Crystal version 6.0.x.135 the uninstaller does not function correctly. You can create a batch file to uninstall for you. These files will remove most of the Windows\System files but WILL NOT remove the ODBC or DAO files. Refer to Appendix E for the 16bit batch files and Appendix F for 32bit. Modify the contents of these files so that they reflect your setup. Please note if you have multiple versions of Crystal Reports you must specify the exact location of the file you are looking to remove these batch files are written for a clean install of 6.0 only residing on the PC.

When using the Windows Uninstaller you may be prompted with an error MSG indicating "Could not remove file named: "C:\windows\system\odbccp32.dl". If you click on Ignore the uninstall will abort therefore you will need to exit the uninstall process and re-attempt the process again. Another file that may have problems being removed is MSVCRT.DLL, however clicking on ignore will resume this process.

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