

# Crystal Reports

## Exporting over the Web using the Report Designer Component (RDC)

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### Overview

With the Report Designer Component (RDC) in Crystal Reports (CR) 8.5 and 9, you have the option of exporting to many formats. The two options of exporting are through the Crystal report viewers and through application code. This document discusses these two options, including their limitations and advantages, as well as troubleshooting steps for issues that you may encounter when exporting with the RDC.

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## Introduction

With the Report Designer Component (RDC), you are able to export using either a Crystal report viewer, or an Active Server Pages (ASP) application.

When a report is exported through a Crystal report viewer, the viewer executes the file Rptserver.asp to handle the exporting. However, when exporting through an Active Server Pages (ASP) application, use the **export** method of the **Report** object. The export options that need to be set when exporting through an application include the export format, destination, and filename. Additionally, there are other options that can be set to give you additional control over the formatting of the exported file.

This document discusses these two ways of exporting, including their limitations and advantages, as well as the troubleshooting steps for issues that you may encounter when exporting with the RDC.

## Exporting through the Crystal Report Viewers

In order to limit the size of the Crystal report viewer files, and thus improve performance, the export formats include only the following:

- Crystal Reports 8 (.rpt)
- Crystal Reports 7 (.rpt)
- Microsoft Word (.doc)
- Rich Text Format (.rtf)
- Microsoft Excel (.xls)
- Adobe Acrobat (.pdf)

<b>NOTE</b>	A format type cannot be added to the selection list in the Crystal report viewers.
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To export to a format type that is not in this list, create an Active Server Pages (ASP) application. Refer to the section [ASP Example - Exporting using the RDC](#) in this document for more information.

## Exporting through ASP Applications

### Listing of export types

Table 1 lists the format types and their equivalent integer values when exporting through Active Server Pages (ASP) applications. These format types are available in Crystal Reports (CR) 8.5 and 9:

FORMAT TYPE	EXPORT TYPE
Adobe Acrobat PDF	31
Character Separated Values	7
Comma Separated Values	5
Crystal Report	1
Data Interchange	2
Excel 2.1	18
Excel 3.0	19
Excel 4.0	20
Excel 5.0	21
Excel 5.0 Tabular	22
Excel 7.0 (Excel 95)	27
Excel 7.0 (Excel 95 Tabular*)	28
Excel 8.0 (Excel 97)	29
Excel 8.0 (Excel 97) Tabular*	30
Explorer 32 Extend	25
HTML32 Standard	24
Lotus123 WK1	12
Lotus123 WK2	13
Lotus123 WKS	11
Netscape 2.0	26
No Format	0
ODBC	23

FORMAT TYPE	EXPORT TYPE
Paginated Text	10
Record Style	3
Rich Text Format	4
Tab Separated Text	9
Tab Separated Values	6
Text	8
Word For Windows	14

**Table 1 – Cr 8.5 and 9 Export Types**

Additionally, Table 2 lists the export format types that are available only in Crystal Reports (CR) 9 when exporting through Active Server Pages (ASP) applications.

FORMAT TYPE	EXPORT TYPE
Crystal Reports 7	33
Excel 97	36
HTML4	32
Report Definition	34
Tab Separated Text	9
Tab Separated Values	6
EFT Text	8
XML	37

**Table 2 – CR 9 Export Format Types**

<b>NOTE</b>	If you use the tabular format of Microsoft Excel, all formatting is lost but the data is saved in the correct columns. However, the non-tabular format maintains formatting. Formatted data may span multiple columns.
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## ASP example - exporting using the RDC

The following sample Active Server Pages (ASP) code demonstrates how to export a report to Microsoft Word using the Report Designer Component (RDC):

```
ExportFileName = "ExportedReport.doc"
Path = Request.ServerVariables("PATH_TRANSLATED")
While (Right(Path, 1) <> "\" And Len(Path) <> 0)
  iLen = Len(Path) - 1
  Path = Left(Path, iLen)
Wend

'The While/Wend loop is used to determine the physical
location
'of the SimpleReportExport.asp so that we can save the
'ExportedReport.doc in the same location.

ExportDirectory = Path
ExportType = "14"

CrystalExportOptions.DiskFileName = ExportDirectory &
ExportFileName

'This line of code specifies the physical location and file
'name to give the export result.

CrystalExportOptions.FormatType = CInt(ExportType)

'This line of code specifies the export format (in this
case MS Word).

CrystalExportOptions.DestinationType = CInt(1)

'This line of code specifies that the export destination is
to be disk.

Session("oRpt").Export False

'This line of code turns off any prompting when exporting.
Response.Redirect ("ExportedReport.doc")
```

**NOTE**

For a list of sample RDC applications written in ASP, refer to the [Finding More Information](#) section at the end of this document.

## Common Issues

### Missing or out-of-date exporting DLLs

One of the more common issues encountered when attempting to export a report concerns missing or out-of-date export DLLs. Table 3 lists the export destination DLLs, while Table 4 lists the export format DLLs.

File	Destination
u2dapp.dll	Application Export Destination DLL for Crystal Reports.
u2ddisk.dll	Disk Export Destination DLL for Crystal Reports.
u2dmap.dll	MAPI (Microsoft Mail, Microsoft Exchange) Export Destination DLL for Crystal Reports.
u2dnotes.dll	Lotus Domino Export Destination DLL for Crystal Reports.
u2dpost.dll	Microsoft Exchange Public Folders Export Destination DLL for Crystal Reports.
u2dvim.dll	VIM Export Destination DLL for Crystal Reports.

Table 3 – Export DLLs

File	Format
u2fcr.dll	Crystal Reports
crxf_html.dll	HTML (used by CR 9)
u2fhtml.dll	HTML (used by CR 8.5)
u2fodbc.dll	ODBC (Exports the report to an ODBC data source.)
crxf_pdf.dll	Portable Document Format. Refer to the <b>Exporting</b> section in the file Runtime.chm that is located on your computer and Crystal Reports CD for additional runtime information.
u2frdef.dll	Report Definition. (Creates a text file with a list of all the report's objects.)
u2frec.dll	Records (Creates a .rec text file of all the records in the report)
crxf_rtf.dll	Rich Text. Refer to the <b>Exporting</b> section in the file Runtime.chm that is located on your computer and Crystal Reports CD for additional runtime information.
u2fsepv.dll	Separated-Values.
u2ftext.dll	Text

crxf_wordw.dll	Microsoft Word (used by CR 9)
u2fwordw.dll	Microsoft Word (used by CR 8.5)
u2fxml.dll	XML
crxf_xls.dll	Microsoft Excel (used by CR 9)
u2fxls.dll	Microsoft Excel (used by CR 8.5)

**Table 4 – Export Formats**

Ensure that the appropriate DLLs are located in the expected location, depending on the version of Crystal Reports that you are using:

#### **Crystal Reports 8.5**

C:\Windows\Crystal (Windows 9.x, Windows XP)

C:\Winnt\Crystal (Windows 2000)

#### **Crystal Reports 9**

C:\Program Files\Common Files\Crystal Decisions\2.0\bin\

## **Permissions**

A common reason for issues when exporting with the Report Designer Component (RDC) is insufficient permissions to the export DLLs. To check whether this is the case, verify that a report can be exported from the Crystal Reports Designer that is installed on the web server. If you cannot export a report, the reason may be due to missing DLL files. If you can, then it is likely a permissions issue.

One way to deal with a permissions issue is to run the file Craxdrt.dll in a COM+ application. This allows you to specify an account under which this file runs instead of the default Internet guest account (IUSR\_<computer name>). Refer to knowledge base article c2009021 for instructions on how to set this up.

An alternative to creating a COM+ application is to set the permissions on all the required files to allow read access by the Internet guest account (IUSR\_<computer name>). If the web server is authenticating with this account, ensure that it has read/write access to the export DLLs. Additionally, ensure that this account has write access to the folder to which that the exported file is saved. For further information on NTFS permissions, reference the technical brief *Required NTFS Permissions For Web Reporting* on our support web site at:

<http://support.businessobjects.com/search>

## Configuration of temp directory

Complete the following steps (for a Windows 2000 system) to ensure that you have correctly configured the *Temp* and *Tmp* environment variables (these directories are written to when generating reports):

1. Right-click **My Computer** on the server computer, and select **Properties**. The **System Properties** dialog box appears.
2. On the **Advanced** tab, click the **Environment Variables** button. The **Environment Variables** dialog box appears.
3. In the **User variables** list, click **TEMP**, and then click the **Delete** button.
4. Repeat step 3 for the **TMP** variable.
5. In the **System variables** list, click **TEMP**, and then click the **Edit** button.

<b>NOTE</b>	If these one or both of these variables do not exist, create and then set their values as per step 6.
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6. In the **Variable Value** text box, type the following:

%SystemRoot%\TEMP

7. Click **OK**.
8. Repeat steps 5 to 7 for the *TMP* variable.
9. Restart the computer.

## Compatibility between Rptserver.asp and the viewer

With major upgrades of the viewer it is important to ensure that a new version of Rptserver.asp has been installed. Since some of the export formats have changed between viewer versions, it is imperative to ensure that you have a version of Rptserver.asp that is compatible with the viewer. If you are in doubt as to whether you have the correct version of Rptserver.asp, download the sample application Aspxmps8.exe, Aspxmps85.exe, or Aspxmps9.exe, and use Rptserver.asp from the appropriate version (refer to [Finding More Information](#) for links to these samples).



## Specific Issues and Error Messages

### RDC application not responding when exporting to Excel with CE 8.5 and CR 8.5 installed on same computer

An Active Server Pages (ASP) application uses the Report Designer Component (RDC) as the reporting development tool. Crystal Enterprise 8.5 is installed on the same server. When exporting to Microsoft Excel through rptserver.asp on the server computer, the client computer does not receive the exported file because the 'export options' dialog box is waiting for confirmation from the server computer.

This is a known issue with Crystal Reports (CR) Developer version 8.5 and has been tracked. The Track/Problem ID is ADAPT00183370.

To resolve this issue, download and apply the most recent Crystal Reports 8.5 service pack from the following link:

<http://support.businessobjects.com/fix/hot/si75/-Crystal%20Reports%20Service%20Packs>

With the updates, the export options dialog box is now suppressed when exported through rptserver.asp.

### Err Msg: "Error 507" when exporting to Excel with CE 8.5 and CR 8.5 installed on same computer

This error message appears because the Microsoft Excel exporting driver that is installed with CE 8.5 is not compatible with Crystal Reports 8.5. To resolve this issue, download and apply the following hot fix:

[http://support.businessobjects.com/communityCS/FilesAndUpdates/cr85devwin\\_en.zip.asp](http://support.businessobjects.com/communityCS/FilesAndUpdates/cr85devwin_en.zip.asp)

### Err Msg: "Error 507" when exporting to Excel through ASP application

Exporting to Microsoft Excel through an ASP (Active Server Pages) application randomly returns the error message "error 507".

This issue occurs when running U2fxls.dll, version 8.6.2.512.

This is a known issue with Crystal Reports (CR) version 8.5 and has been tracked. The Track/Problem ID is ADAPT00137085.

A Hot Fix update addressing this issue was previously released. However, the update has been pulled. If you applied this update and are running the version of Crxf\_xls.dll indicated below, it is highly recommended that you replace it:

- Crxf\_xls.dll, version 9.2.1.660, dated 02/13/2003

To replace this file, locate the Restore.txt saved to the Backup directory created by the Hot Fix install by searching the drive for Restore.txt. There are multiple backup directories in which a copy of Restore.txt is saved. The Backup directory includes a datetime stamp. Use the datetime stamp and directory path to determine which Restore.txt to use. Open Restore.txt and follow the instructions to replace Crxf\_xls.dll with an older version.

## Exporting a report from the viewer in an RDC 8.5 application looks the same when exported to Microsoft Excel or Excel (Data only) format

The Microsoft Excel (Data only) export format is a new feature with Crystal Reports (CR) 9. Previously, this option was only included with the ActiveX Viewer for Crystal Enterprise Report Application Server (CE RAS) 9 applications. Since the ActiveX Viewer uses the same .cab file for both CE RAS 9 and CR 9 ASP applications using the Report Designer Component (RDC), this export option is listed in the RDC ActiveX Viewer.

The RDC 8.5 does not support functionality of the new Microsoft Excel (Data only) export. When you select this option in an ASP application using the RDC, the exported report appears the same as if you had exported to Microsoft Excel.

## Cannot export subreport and drill down views from the viewer using CR 8.5 (and earlier)

If you are using CR 8.5 and earlier, it is not possible to export a drill down view or a subreport from a web viewer. This issue has been assigned Track ID #SCR22387 and is fixed for version 9.

The workaround for version CR 8.5 and earlier is as follows:

1. Create a separate report with the desired drill down view.
2. Create a hyperlink to the new report as follows:

<b>NOTE</b>	A hyperlink makes this report available as an HTTP request. The report appears in its own web viewer, with the exporting functionality available.
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- i. In the Report Designer, add a field or text object to the main report.

- ii. Right-click the field and click **Format**.
- iii. On the **Hyperlink** tab and click **A website on the Internet**.
- iv. Type the full URL to the drilldown report.

## PDF export fails because exportModeller.dll and crtslv.dll do not register

In order to export to PDF successfully, the files Exportmodeller.dll and Crtslv.dll must be registered. However, when distributing an application, these dependency files for the Crystal PDF Export DLL (crxf\_pdf.dll) do not register because the incorrect version of Atl.dll is distributed with the application. There are two versions of Atl.dll - one for Windows NT/2000 and another for Windows 9x. Both versions can be found on the Crystal Reports 8.5 CD in the following locations:

The Windows 9x Atl.dll (73 kb) is found in this location:  
\\Windows\System32\Redist\MS\System\Ansi\Atl.dll

The Windows NT/2000 Atl.dll (58 kb) is found in this location:  
\\Windows\System32\Redist\MS\System\Atl.dll

The correct version of Atl.dll must be registered before exportmodeller.dll and crtslv.dll can be registered successfully.

## Err Msg: "Failed to Export the Report" when exporting to Word, RTF, or PDF with CR 8.5

When attempting to export the report to Microsoft Word (.doc), Rich Text Format (.rtf), or to Portable Document Format (.pdf), one of the following error messages appear:

"CRAXDRT Error -2147190908 : Failed to Export the Report."

- OR -

"Failed to export report"

This error message may appear because one or both of the following files is missing:

- Exportmodeller.dll
- U2fwordw.dll

To resolve this error message:

1. Copy U2fwordw.dll from the Crystal Reports CD to the X:\WINNT\Crystal folder.
2. Copy Exportmodeller.dll from the Crystal Reports CD to the X:\Program Files\Seagate Software\Shared folder, and register it by completing these steps:
  - i. Open Windows Explorer on the web server computer and browse to the X:\Program Files\Seagate Software\Shared folder.
  - ii. On the **Start** menu, click **Start** and then click **Run**.
  - iii. Type "regsvr32" in the **Open** box.
  - iv. Drag and drop the Exportmodeller.dll file icon into the **Open** box. The **Open** box now contains the following text:

```
regsvr32 "X:\Program Files\Seagate  
Software\Shared\ExportModeller.dll"
```
  - v. Click **OK**. The message "DllRegisterServer in "X:\Program Files\Seagate Software\Shared\ExportModeller.dll" succeeded" now appears.

## Exporting to Excel fails for reports with more than 16,000 records in CR (and earlier)

A report contains more than 16,000 records. When you attempt to export the report to Microsoft Excel in Crystal Reports 8.5, the export fails.

This issue occurs because in Crystal Reports 8.5, the ActiveX Viewer exports to Microsoft Excel 5, which is able to handle a maximum of 16,000 records.

This is a known issue with ActiveX Viewer Pre-Version 9 and has been tracked. The Track/Problem ID is ADAPT00008910. The Escalation ID (EID) is 1255.

To resolve this issue, apply the latest update to the ActiveX Viewer from the following link:

<http://support.businessobjects.com/communityCS/FilesAndUpdates/actxviewerwin.en.zip.asp>

With the update, you now have the ability to export to Microsoft Excel 7 format using the ActiveX Viewer.

## Finding More Information

For more information on Crystal Reports 9 exporting runtime file requirements, refer to this knowledge base article:

<http://support.businessobjects.com/library/kbase/articles/c2012421.asp>

For sample Report Designer Component ASP applications, refer to the following links:

### Crystal Reports 9

<http://support.crystaldecisions.com/communityCS/FilesAndUpdates/aspxmps9.exe.asp>

### Crystal Reports 8.5

<http://support.crystaldecisions.com/communityCS/FilesAndUpdates/aspxmps85.exe.asp>

### Crystal Reports 8

<http://support.crystaldecisions.com/communityCS/FilesAndUpdates/aspxmps8.exe.asp>

For our support site, refer to the following link:

<http://support.businessobjects.com/search>

For more information and resources, refer to the product documentation and visit the support area of the web site at: [www.businessobjects.com](http://www.businessobjects.com)

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