

# Crystal Reports

## Troubleshooting the ActiveX Viewer

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### Overview

This document discusses how to troubleshoot the installation of the ActiveX Viewer when used with a Crystal web reporting solution such as the Report Design Component (RDC), Crystal Enterprise Report Application Server (CE RAS), and Crystal Enterprise (CE).

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## Introduction

The thick-client ActiveX Viewer has a rich set of features, including client-side printing capabilities, and thus remains a popular choice. This document discusses the troubleshooting steps in using the ActiveX Viewer with a Crystal web reporting solution such as the Report Design Component (RDC), Crystal Enterprise Report Application Server (CE RAS), and Crystal Enterprise (CE). Specifically, it covers:

- Server-side installations
- Client-side installations
- Integration with web applications
- Use of firewalls and proxies
- Known issues and workarounds

<b>NOTE</b>	To efficiently and effectively troubleshoot ActiveX Viewer issues, proceed through each section of this document in the order presented.
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## Before you begin

Before you work through the troubleshooting steps in this document:

1. Verify that Microsoft Internet Information Services (IIS) is already installed prior to installing a Crystal web reporting solution such as the Report Design Component (RDC), Crystal Enterprise Report Application Server 9 (CE RAS), or Crystal Enterprise (CE). If it is not, then complete the following steps:
  - i. Uninstall the Crystal web reporting solution
  - ii. Install IIS
  - iii. Reinstall the Crystal web reporting solution
2. Attempt to view your report using the HTML Page Viewer. If the HTML Page Viewer does not display the report as expected, then the behavior is not related to the ActiveX Viewer, but with the report. To verify this, view the report in the Crystal Reports Designer that is installed on the web server. For further troubleshooting steps, search for knowledge bases c2009021 and c2013443 on our [support site](#).
3. If the ActiveX Viewer is able to display your report, but the appearance of the report is not what is expected, apply the latest ActiveX Viewer updates:

Crystal Reports 9 - [ftp://ftp.crystaldecisions.com/outgoing/ehf/cr90actxwin\\_en.zip](ftp://ftp.crystaldecisions.com/outgoing/ehf/cr90actxwin_en.zip)

Crystal Enterprise 9 - [ftp://ftp.crystaldecisions.com/outgoing/ehf/ce90actxwin\\_en.zip](ftp://ftp.crystaldecisions.com/outgoing/ehf/ce90actxwin_en.zip)

Pre-version 9 - [ftp://ftp.crystaldecisions.com/outgoing/EHF/actxviewwin\\_en.zip](ftp://ftp.crystaldecisions.com/outgoing/EHF/actxviewwin_en.zip)

If you are able to view your report using the HTML Page Viewer, then proceed to [Server-side Installation](#).

## Server-side Installation

To ensure that the ActiveX Viewer is installed correctly on the web server, confirm that the appropriate virtual directories have been created, and that their permissions have been set correctly as follows:

1. On the web server, start the Internet Services Manager:
  - In Windows 2000, go to **Start > Programs > Administrative Tools > Internet Services Manager**.
  - In Windows NT, go to **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager**.
2. Expand the computer icon.
3. Expand the **Default Web Site** folder. If you are not using the **Default Web Site**, then create the viewer virtual directories under your web site. To do this, right-click the appropriate web site, click **New**, and then click **Virtual Directory**.
4. Depending on the Crystal application and version, right-click the appropriate viewer virtual directory, as outlined below:

Crystal Application and Version	Viewer Virtual Directory	Default Path
Crystal Reports 8.x	viewer	C:\Program Files\Seagate Software\Viewers
Crystal Reports 9	viewer9	C:\Program Files\Common Files\Crystal Decisions\2.0\crystalreportviewers
Crystal Enterprise Report Application Server 9	viewer9	C:\Program Files\Common Files\Crystal Decisions\2.0\crystalreportviewers
Crystal Enterprise Standard 8	viewer	C:\Program Files\Crystal Decisions\viewers
Crystal Enterprise Standard 9	viewer	C:\Program Files\Common Files\Crystal Decisions\2.0\crystalreportviewers

5. Click **Properties**, and in the **Execute Permissions** list, click **None**.
6. Click **OK**.
7. Expand the viewer virtual directory. You now see a folder called **ActiveX Viewer** that contains the ActiveXViewer.cab file. This CAB file contains the components that are downloaded to the client computer when you access a report for the first time.
8. On the web server, open a browser and type the URL to the ActiveXViewer.cab file. You are now prompted to download the viewer.

If you are using the Crystal Web Component Server (WCS), proceed to the next section [Using the Web Component Server](#); otherwise proceed to [Client-side Installation](#).

## Using the Web Component Server

The Web Component Server (WCS) is part of Crystal Reports (CR) 8, and Crystal Enterprise (CE) 8 and 9 Standard Edition. If you are using the WCS, the Crystal Reports ISAPI (Internet Services Application Programming Interface) mappings may be incorrect, non-existent, or duplicated, especially if the web site you are using is not the default web site. To verify the ISAPI mappings, complete the following steps:

1. On the web server, open the **Internet Services Manager**:
  - In Windows 2000, go to **Start > Programs > Administrative Tools > Internet Services Manager**.
  - In Windows NT, go to **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager**.
2. Right-click the name of your web site, and click **Properties**.
3. On the **Home Directory** tab, click the **Configuration** button. The **Application Configuration** dialog box appears.
4. In the **Application Mappings** list, search for extensions .cri and .rpt. If Crystal Enterprise is installed on the web server, then also search for the extensions “.shtx”, “.csp”, and “.cwr”.
5. If these extensions do not exist, create and then map them to the file Wcsinsapi.dll. If these extensions do exist, ensure that they are mapped to the file Wcsinsapi.dll.
6. After saving the changes, restart the computer.

Now that you have verified the installation of the ActiveX Viewer on the web server, proceed to [Client-side Installation](#).

## Client-side Installation

After verifying the server-side installation of the ActiveX Viewer, you can now proceed with troubleshooting the client-side installation.

### Installation account

For a successful installation of the ActiveX Viewer on a client computer, ensure that you are logged on with an account that has sufficient permissions to change the registry. Typically, this is the local Administrator account. If your account does not have sufficient permissions, you may see the following error message:

“The ActiveX Viewer is unable to create its resource objects...”

Consult your Network Administrator for information about your user account.

### Microsoft Internet Explorer security

Verify that the Microsoft Internet Explorer security settings permit downloading and installing the ActiveX Viewer by completing the following steps:

1. On the **Tools** menu, click **Internet Options**. The **Internet Options** dialog box appears.
2. On the **Security** tab, click either **Internet** or **Local Intranet**, and then click the **Custom Level** button. The **Security Settings** dialog box appears.
3. In the **Reset to** list, click **Medium**, and then click the **Reset** button.

### Removing previous versions of ActiveX Viewer

It is possible to use multiple versions of the ActiveX Viewer on the same computer because each version has a unique identifier. The specific version of the ActiveX Viewer referenced by the application is used to display the report. If that particular version does not exist on the client computer, then it is downloaded from the server.

**NOTE**

For Crystal Reports 8.5 and earlier, when you preview a report for the first time, the application on the server searches the client computer registry for an ActiveX Viewer key, and if there is one, the viewer is not downloaded and installed. This is not the case for Crystal Reports 9 and later.

Nevertheless, it is not recommended to have multiple versions of the ActiveX Viewer installed because older dynamic-linked library (DLL) files and registry keys residing on the client computer may prevent the successful installation of the new viewer. This next section discusses how to remove these old DLL files and registry keys before downloading and installing a new ActiveX Viewer.

## Removing old ActiveX Viewer DLL files

To remove old ActiveX Viewer DLL files:

1. On the **Tools** menu in Microsoft Internet Explorer (or **View** menu if you are using Internet Explorer version 4), click **Internet Options**.
2. On the **General** tab, click the **Settings** button. The **Settings** dialog box appears.
3. Click the **View Objects** button. The **Downloaded Program Files** window appears.
4. Right-click **Crystal Smart Viewer** or **Crystal Report Viewer Control**, and click **Remove**.
5. Close the browser window.
6. In Windows Explorer, search for and remove these files:
  - Crviewer.dll (or Crviewer9.dll if you are using CR 9 or CE 9)
  - Sviewhlp.dll
  - Swebrs.dll

You have now removed the old ActiveX Viewer DLL files.

## Removing old ActiveX Viewer registry entries

When you preview a report for the first time, the application on the server searches the client computer registry for an ActiveX Viewer key, and if there is one, the viewer is not downloaded and installed.

To remove old registry keys created from previous installations:

<b>CAUTION</b>	Please note that editing and deleting entries in the registry is highly sensitive, and deleting the wrong entry may seriously impact the functioning of your operating system. It is strongly advised that you consult your System Administrator, as well as make a backup copy of the registry files before making any changes.
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1. On the **Start** menu, click **Run**, type “regedit” in the **Open** box, and click **OK**. The **Registry Editor** appears.
2. On the **Edit** menu, click **Find**. The **Find** dialogue box appears.
3. Type “crviewer.dll” in the **Find what** box
4. Click the **Find Next** button.
5. If you find a registry key, remove it by pressing the **Delete** key.
6. Repeat steps 4 and 5 until there are no more registry keys.

- Repeat steps 3 to 6 for the files Crviewer9.dll (if you are using CR 9 or CE 9), Sviewhlp.dll, and Swebrs.dll.

You have now removed the old ActiveX Viewer registry entries.

### Download the new ActiveX Viewer

To download the ActiveX Viewer:

- View the report in a new browser window on the client computer. You are now prompted to install the new ActiveX Viewer.
- Click **Yes** to install the viewer and to display the report.

If the report appears as expected, proceed to [Using a Proxy Server or Firewall](#); otherwise proceed to [Manual Installation](#).

### Manual installation

To manually install the ActiveX Viewer on the client computer:

- Copy the ActiveXViewer.cab file from the server to the client computer, and extract its contents to a temporary folder.
- Move the files Crviewer.dll, Crviewer9.dll, Sviewhlp.dll, and Swebrs.dll to the System32 folder. Keep this folder visible.
- On the **Start** menu, click **Run**. The **Run** dialog box appears.
- In the **Open** box, type "regsvr32" and then drag and drop the Crviewer.dll file icon from the System32 folder onto the **Run** dialog box.
- Click **OK**.
- Repeat steps 3 and 4 for the files Crviewer9.dll, Sviewhlp.dll, and Swebrs.dll.

## Using a Proxy Server or Firewall

If you are connecting to the web server computer through a proxy server or firewall, ensure that the following file types are not blocked:

File Extension	File Type
.etf	Encapsulated Totaller File (Group Tree)
.emf	Encapsulated Message File (message handling such as parameter dialogue boxes)
.epf	Encapsulated Page File (report)



	pages)
.cab	Cabinet file (ActiveXViewer.cab)
.tmp	Temporary files
.rpt	Report files

Once you have verified that these files are not blocked, proceed to the section [Custom Web Applications](#).

<b>NOTE</b>	If your security policies prohibit the downloading of the ActiveXViewer.cab file, then manually install the ActiveX Viewer DLLs.
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## Custom Web Applications

The ActiveX Viewer may be incorporated into applications developed using a Crystal web reporting technology such as the Report Designer Component (RDC) and Crystal Enterprise Report Application Server (CE RAS) 9.

### Report Designer Component and Crystal Enterprise Report Application Server

It is important to include the appropriate versions of Rptserver.asp (which provides the Page-on-Demand functionality) and SmartViewerActiveX.asp in your web application because they differ according to the Crystal product, version, and technology used; for example, RDC or CE RAS.

<b>CAUTION</b>	Modifications to Rptserver.asp are not supported by Business Objects Technical Support. To obtain an original copy, download the appropriate sample from our support site. See Finding <b>Additional Information</b> .
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### Report Designer Component

If you are using the Report Design Component (RDC):

1. Search for and download one of these sample application files on our [support site](#) depending on the version of Crystal Reports you are using:

Crystal Reports Version	File To Download
8	Aspxmps8.exe
8.5	Aspxmps85.exe
9	Aspxmps9.exe

2. Extract the file into a temporary folder, and copy the files Rptserver.asp and SmartViewerActiveX.asp to your application folder.

## Crystal Enterprise Report Application Server 9

If you are using the Crystal Enterprise Report Application Server (CE RAS) 9, use the versions of Rptserver.asp and SmartViewerActiveX.asp that are included on the CE RAS 9 CD.

## Referencing the correct version of Crviewer.dll

To verify that you are referencing the correct version of Crviewer.dll (or Crviewer9.dll if you are using Crystal Report 9 or Crystal Enterprise 9), search for this line of code in the file SmartViewerActiveX.asp:

```
CODEBASE="/viewer/activeXViewer/activexviewer.cab#Version=8,5,0,217">
```

The version stated should be the same version of Crviewer.dll that is included in the ActiveXViewer.cab file. For example, if you have Crviewer.dll version 8.5.0.217 included in the ActiveXViewer.cab file, the CODEBASE should be referencing version 8.5.0.217.

## Referencing the correct version of Rptserver.asp

To verify that you are referencing the correct Rptserver.asp, search for "Websource.URL" in SmartViewerActiveX.asp. Ensure that the value assigned to Websource.URL is the virtual location of Rptserver.asp. If the Rptserver.asp is in the same directory as your application, then the value should just be "Rptserver.asp".

To verify the virtual location, copy and paste it into the address bar of a browser. If you receive an HTTP 500 Error or HTTP 404 Error, then the path is incorrect.

## Displaying the ActiveX Viewer in a frame

If you are using the ActiveX Viewer in a frame, use an absolute path to Rptserver.asp, rather than a relative path. For example:

If Rptserver.asp is in a virtual directory called **reports**, then the property Websource.URL in SmartViewerActiveX.asp would be set as follows:

```
Websource.URL = http://localhost/reports/rptserver.asp
```

## Custom HTTP headers

If you are using custom HTTP headers and your report is not appearing as expected in the ActiveX Viewer, then remove the headers as follows:

1. On the web server, open the **Internet Services Manager**:
  - On Windows 2000, go to **Start > Programs > Administrative Tools > Internet Services Manager**.
  - On Windows NT, go to **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager**.
2. Right-click the name of your web site, and click **Properties**.
3. On the **HTTP Headers** tab, click an item in the **Custom HTTP Headers** list, and then click the **Remove** button.
4. Repeat step 3 for any additional custom headers.
5. Run your web application to display your report in the ActiveX Viewer.

You are now able to view your report.

## Known Issues and Workarounds

### How to upgrade a Crystal Reports application from version 8.x to 9

#### Synopsis

How do you upgrade your ASP (Active Server Pages) Report Designer Component (RDC) application from version 8.x to version 9.

#### Resolution

To upgrade your ASP RDC application from version 8.x to version 9 of Crystal Reports (CR), complete the following steps (It is recommended that you make a backup of your ASP RDC application before upgrading it):

1. Copy the following items from the X:\Program Files\Crystal Decisions\Crystal Reports 9\Samples\En\Code\Web\Report Designer Component folder to your ASP RDC application folder, overwriting the previous versions:

Item	Description
Rptserver.asp	Interprets the client requests
SmartViewerActiveX.asp	ActiveX Viewer for Internet Explorer
ActiveXPluginViewer.asp	ActiveX Viewer for Netscape
JavaPluginViewer.asp	Java Plug-in Viewer
SmartViewerJava.asp	Java Viewer
Htmstart.asp	HTML Viewer
Framepage.asp	HTML Viewer
Toolbar.asp	HTML Viewer
Images folder	HTML Viewer

<b>NOTE</b>	<p>If you want to use version 9 of the ActiveX Viewer in a CR 8.5 ASP RDC application, then in the 'SmartViewerActiveX.asp' file set the value of the 'CLASSID' variable as follows:</p> <pre>CLASSID="CLSID:2DEF4530-8CE6-41c9-84B6-A54536C90213"</pre> <p>This is a known issue with Crystal Reports 9 (English) and has been tracked. The Track ID is ADAPT00054804.</p>
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2. If you have CR 8.5 and 9 installed on the same computer, change this line of code in your ASP RDC application

```
set Session("oApp") = Server.Createobject("CrystalRuntime.Application")
```

to

```
set Session("oApp") = Server.Createobject("CrystalRuntime.Application.9").
```

3. If you have a COM + or Microsoft Transaction package that includes the file 'Craxdr.dll', delete and recreate it so that it instead uses the file 'Craxdr9.dll'.

4. It is recommended that you destroy the Crystal 'oApp', 'oRpt', and 'oPageEngine' objects after the user exits the ASP RDC application.

In IIS 5 you can destroy the Crystal objects by using the following sample code:

```
Session.Contents.Remove("oPageEngine")
Session.Contents.Remove("oRpt")
Session.Contents.Remove("oApp")
```

The 'Session.abandon' method will also work, however, this method destroys all objects stored in session, including non-Crystal objects.

After these changes are made, the ASP RDC application now runs in a Crystal Reports 9 environment.

### Background

In previous versions of the RDC, licensing is based on concurrent usage. The script 'cleanup.asp' destroys the Crystal objects, which in turn decrements the number of licenses used.

However, in CR 9 the RDC licensing model is now based on processing threads. A thread (license) is only in use while the user is making a request to the server.

With this new threading model, the script 'cleanup.asp' is no longer required. However, it is recommended that you destroy the objects in your Crystal ASP RDC application once the user exits the application.

### Additional Information

If you have upgraded your application from Crystal Report 8.x to 9 and your reports do not appear in the ActiveX Viewer, search for knowledge base article c2011823 on our [support site](#).

If your ASP application uses the Automation Server (Cpeaut32.dll) it will need to be upgraded to use the Report Designer Component (Craxdr.dll). For information on upgrading from the Automation Server to the Report Designer Component (RDC), search for KBase article 'c2006178' on our [support site](#).

## Cannot view parameterized reports in the ActiveX Viewer after upgrading from Crystal Reports 8 to 8.5

### Synopsis

After upgrading from Crystal Reports 8 to 8.5, a parameterized report is run through the Web Component Server (WCS) from a Microsoft Internet Explorer (IE) browser. However, the report does not prompt you for parameter values and intermittently causes the IE browser to stop responding.

What could be causing this behavior, and how can you resolve it?

### Resolution

This behavior occurs because the client computer is still using version 8 of the ActiveX Viewer. To resolve this behavior, uninstall the version 8 of the ActiveX Viewer and download and install the newer version.

#### Uninstalling version 8 of the ActiveX Viewer

1. In an Internet Explorer browser window, go to **Tools > Internet Options > General > Settings > View Objects**. For Internet Explorer 4, go to **View > Internet Options > General > Settings > View Objects**.
2. Right-click **Crystal Smart Viewer** or **Crystal Report Viewer Control**, and then click **Remove**.
3. Close the browser window and open a DOS prompt window.
4. On the Start menu, click Run. The **Run** dialog box appears.
5. In the **Open** box, type "cmd" if you are using Windows NT or 2000, and "command" if you are using Windows 9.x or ME, and then press **Enter**.

6. At the DOS prompt, type "cd <path to Downloaded Program Files>". For example:

```
cd c:\Winnt\Downloaded Program Files
```

7. Press **Enter**.
8. Type "del crviewer.dll" to delete the DLL file.

#### Download and install the ActiveX Viewer

1. Open a new browser window.
2. Attempt to preview the report again in the browser. You are prompted to install the new ActiveX Viewer (Crviewer.dll).
3. Click **Yes** to install the new ActiveX Viewer. The report now appears as expected.

**NOTE**

If you are using an ASP application to view a report, update the CODEBASE reference in the SmartViewerActiveX.asp file to the updated version of CRViewer.dll to be prompted to download the latest viewer. To update the CODEBASE reference:

1. Download the sample application file Aspxmps85.exe from our [support site](#).
2. Extract one of the sample application zip files and copy SmartViewerActiveX.asp to your application directory.

## Updated ActiveX Viewer not installed by Crystal Reports ASP application

### Synopsis

An ASP (Active Server Pages) application is developed to run a report and display it in the ActiveX Viewer. The application uses the following code to check the version of the viewer already installed on the client computer and to prompt you to install a newer version:

```
<OBJECT ID="CRViewer"  
CLASSID="CLSID:c4847596-972C-11D0-9567-00A0C9273C2A  
WIDTH=100% HEIGHT=100%  
CODEBASE="/viewer/activeXViewer/activexviewer.cab#Version=1,0,0,0">
```

However, when the application is run, it did not update the viewer on the client computer. Instead the currently installed viewer is used.

Why does this behavior occur, and how can it be resolved?

## Resolution

This behavior occurs because the **Version** attribute in the code is set to "1,0,0,0".

To resolve this behavior, use the exact version of the file Crviewer.dll on the web server that is found in the X:\Program Files\Seagate Software\Viewers\ActiveXViewer folder for the value of the **Version** attribute.

For example, using the Crviewer.dll that is installed with Crystal Reports version 8.5 Developer Edition, the code is

```
<OBJECT ID="CRViewer"  
CLASSID="CLSID:c4847596-972C-11D0-9567-00A0C9273C2A  
WIDTH=100% HEIGHT=100%  
CODEBASE="/viewer/activexviewer/activexviewer.cab#Version=8,5,0,217">
```

## Additional Information

For more information, search our [support site](#) for the following:

- Knowledge Base article - c2010422
- CR ASP sample application - Aspxmps85.exe

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## Err Msg: "ActiveX Component Can't Create Object"

### Synopsis

A Report Designer Component (RDC) Active Server Pages (ASP) application successfully displays a Crystal report when run on a web server that has been logged onto by an authenticated user account. However, when the application is run when no user account is logged on, the following error message appears:

```
"Microsoft VBScript runtime error '800a01ad'  
ActiveX component can't create object"
```

Why does this error message appear, and how can you resolve it?

### Resolution

This error message appears because the no RDC component, Craxdrt.dll, is not registered on the computer. Craxdrt.dll is located and registered on a logic drive (or virtual drive). Therefore, when there is no user logged on to the computer, the logical drive (or virtual drive) is not available and the World Wide Web Publishing Service is not able to locate the this DLL.

To resolve this error message:

1. Unregister Craxdrt.dll.
2. Move Craxdrt.dll to a physical directory.

3. Register Craxdrt.dll.

The application now runs successfully when no user is logged on to the server.

## The ActiveX Viewer is loaded but the page number reads "Page 0 of 0+" when using Crystal Reports 6

### Synopsis

When attempting to preview a report in the ActiveX Viewer using the Web Report Server, Automation Server, or Seagate (Crystal) Info Web Access, the page number reads "Page 0 of 0+", but the report does not appear.

Why does the report not appear?

### Resolution

The report does not appear because there is an older and incompatible version of the ActiveX Viewer (Crviewer.dll) installed on the client computer.

When the application is run, it searches for the existence of Crviewer.dll, and if found, launches it to display the report. If this file is not found then the application downloads and installs the viewer from the server. Since Crviewer.dll is installed on the computer, the latest version (and its supporting files) is not downloaded.

To display the report, complete these steps:

1. Search the client computer for Crviewer.dll.
2. Un-register the file by completing these steps:
  - i. On the **Start** menu, click **Run**. The **Run** dialog box appears.
  - ii. Type the following in the **Open** box:

```
regsvr32 /u "<The full path to crviewer.dll> crviewer.dll"
```

For example:

```
regsvr32 /u "C:\MyApplication\crviewer.dll"
```

- iii. Browse to X:\Windows\Downloaded Program Files (or X:\Winnt\Downloaded Program Files) and right-click **Crystal Smart Viewer**, and then click **Remove**.
3. Re-run the application. You are prompted to download the ActiveX Viewer.
4. Download and install the ActiveX Viewer. The report now appears as expected.



## Using ActiveX Viewer and Microsoft Visual Interdev

### Incorporating the ActiveX Viewer

When using the ActiveX Viewer with Microsoft Visual Interdev, ensure that the Scripting Object Model has been enabled in the web page. The Active Server Pages (ASP) file has a block of code similar to the following:

```
<% ' VI 6.0 Scripting Object Model Enabled %>
<!--#include file="_ScriptLibrary/pm.asp"-->
```

When the Scripting Object Model is used in an application, the **Tag Enabled** property is automatically set to False. Therefore, none of the HTML tags for the ActiveX Viewer is processed and the viewer is not loaded.

### Using the ReportViewer Control

When the **ReportViewer** control is included in an ASP file, Rptserver.asp is placed in the ROOT project folder and not a subfolder. If the ASP file containing the **ReportViewer** control is located in a subfolder of the Microsoft Visual Interdev project, the control may not be able to locate Rptserver.asp.

If this is the case, copy or move the file to the correct subfolder so that it can be found by the **ReportViewer** control.

## Cannot embedding ActiveX Viewer in HTML page using Web Reporting Administrator's Guide

The sample HTML code on page 63 of the "Web Reporting Administrator's Guide" is incorrect. Below is the correct code needed to instantiate the ActiveX Viewer and load the report, "Reportname.rpt", located in "virtualdirectory" on the computer named "<servername>":

```
<OBJECT ID="CRViewer"
  CLASSID="CLSID:C4847596-972C-11D0-9567-00A0C9273C2A"
  WIDTH=100% HEIGHT=95%

  CODEBASE="/viewer/activexViewer/activexviewer.cab#Version=8,0,0,371">
  <PARAM NAME="EnableDrillDown" VALUE=1>
  <PARAM NAME="EnableExportButton" VALUE=1>
  <PARAM NAME="DisplayGroupTree" VALUE=1>
  <PARAM NAME="EnableGroupTree" VALUE=1>
  <PARAM NAME="EnableAnimationControl" VALUE=1>
  <PARAM NAME="EnablePrintButton" VALUE=1>
  <PARAM NAME="EnableRefreshButton" VALUE=1>
  <PARAM NAME="EnableSearchControl" VALUE=1>
  <PARAM NAME="EnableZoomControl" VALUE=1>
  <PARAM NAME="EnableSearchExpertButton" VALUE=0>
  <PARAM NAME="EnableSelectExpertButton" VALUE=0>
</OBJECT>
```

```
<SCRIPT LANGUAGE="VBScript">
<!--
Sub window_onLoad()
Page_Initialize()
End Sub

Sub Page_Initialize
    On Error Resume Next
    Dim webBroker
    Set webBroker =
CreateObject("WebReportBroker.WebReportBroker")
    if err.number <> 0 then
        window.alert "The Seagate Software ActiveX Viewer
is unable to create it's resource objects. To rectify this
problem, please install Internet Explorer 4.0 or install
DCOM for Windows 95 and the latest Microsoft Scripting
Engine. These files are available at Microsoft's web
site."
        CRViewer.ReportName =
"http://<servername>:80/virtualdirectory/reportname.rpt"
    else
Dim webSource0
Set webSource0 =
CreateObject("WebReportSource.WebReportSource")
webSource0.ReportSource = webBroker
webSource0.URL =
"http://<servername>:80/virtualdirectory/reportname.rpt"
webSource0.PromptOnRefresh = True

CRViewer.ReportSource = webSource0
    end if
    CRViewer.ViewReport
End Sub

-->
</SCRIPT>
```

## Viewing report with ActiveX Viewer on Microsoft Windows NT 4 client

### Version of Comcat.dll

When attempting to view a report in the ActiveX Viewer on a Windows NT 4 client computer, the following error message appears:

“This page provides potentially unsafe information to an ActiveX control. Your current security settings prohibit running controls in this manner. As a result, this page may not be displayed correctly.”

This error message appears because version 5 or later of the file Comcat.dll has been known to cause unexpected behaviors when registering the ActiveX Viewer (Crviewer.dll) on Windows NT 4 (Service Pack 4 or later) computers.

**NOTE**

This issue is also documented in Microsoft Knowledge Base article Q177943 at <http://support.microsoft.com>.

To resolve this issue, follow these steps to replace this file on the client computer:

1. On the taskbar, click the **Start** button, and then click **Run**.
2. In the **Open** list, type:  

```
Regsvr32 /u "C:\WinNT\System32\Comcat.dll"
```
3. Click **OK**. You have now unregistered the file Comcat.dll.
4. Browse to the C:\WinNT\System32 folder, and rename the Comcat.dll file to Comcat.bak.
5. Copy the Comcat.dll file from the Crystal Reports 8.X CD (or download it from the Microsoft web site as per Knowledge Base article Q177943) to the C:\WinNT\System32 folder.
6. On the taskbar, click the **Start** button, and then click **Run**.
7. In the **Open** list, type:  

```
Regsvr32 "C:\WinNT\System32\Comcat.dll"
```
8. Click **OK**. You have now unregistered the file Comcat.dll.
9. Restart the client computer, and run the application to view the report in the ActiveX Viewer.

## Blank window when trying to view report in Report Viewer for Netscape Navigator plug-in

If you are seeing a blank browser window on a client computer when attempting to view a report in the Report Viewer for Navigator plug-in, ensure that the file ActiveXPluginViewer.asp contains the *Pluginspage* parameter.

If it does not contain this parameter, a blank browser window will appear on a client computer that does not already have the plug-in installed. This is because the browser is unable to locate the plug-in. To resolve this issue, include this line of code in the file ActiveXPluginViewer.asp:

```
document.writeln ("Pluginspage="/viewer/ActiveXViewer/get-npviewer.htm");
```

## Using Crystal Reports 8 Web Component Server with reverse proxy to view report in ActiveX Viewer

When you attempt to view reports through the Crystal Web Component Server (WCS) through a reverse proxy setup, you may see a blank ActiveX Viewer.

Reverse proxy refers to the ability to monitor and respond to requests from the Internet on behalf of a web server. Essentially, the proxy server impersonates the web server to Internet users.

When reports are called over the Web, two requests are made to the web server. On the initial request the web server is contacted, the browser's capabilities are checked, and the appropriate HTML code is sent to the client computer. The HTML code is generated on the web server by the WCS plug-in file, `Wcs_xn_reportviewer.dll`, which resides on the web server. The HTML code for the viewer is then sent down to the client computer using the HOST NAME of the web server. This HOST name must be accessible from the client computer or else the viewer will not be able to load the pages of the report.

For example, if server A is the reverse proxy and server B is the web server where Crystal Reports (CR) 8 is installed, then the HTML code created on the web server points to server B. The server with CR 8 must be moved into the demilitarized zone (DMZ). The reports can reside on a server on the intranet.

## Gray screen when running Crystal Reports 8 Web Component Server on Apache web server

You may see a gray screen when previewing your report in the ActiveX Viewer because either the server name is not correctly set in the `Http.conf` file, or there is no DNS entry for the server. To resolve this behavior:

1. View the page source in your browser.
2. Search for the line of code that contains "WebSource.URL".
3. Copy and paste this entire line of code into the address bar of a new browser window.
4. If you see a "Page Cannot be displayed" or a "404" error, verify that you have the correct server name. If the server name is identical to the one listed in the `Httpd.conf` file, ensure that there is a DNS entry for the server.

**NOTE**

When the ActiveX Viewer is loaded it queries the server to get the server name to set the `WebSource.URL` property. This property identifies the location of the report file.

## Using Apple Macintosh Client Computer

Currently, there is no option to use the ActiveX Viewer with the Macintosh Operating System. The alternatives are to use the Java and the HTML Viewers. These can be downloaded to the client computer by using the **init=HTML\_Page** and **init=java** URL commands. For example:

[http://servername/reportname.rpt?init=HTML\\_Page](http://servername/reportname.rpt?init=HTML_Page)

<http://servername/reportname.rpt?init=java>

## Using Crystal Reports 7 ActiveX Viewer with SSL

If you are using the ActiveX Viewer with Crystal Reports (CR) 7 and SSL (Secure Socket Layer), then download and install the file update Actxssl.exe on the client computer. This update is available on our [support site](#).

After installing the update, in a browser window on the client computer:

1. On the **Tools** menu, click **Internet Options** (for Internet Explorer version 4, go to **View > Internet Options**).
2. On the **General** tab, click the **Settings** button, and then click the **View Objects** button. The **Downloaded Program Files** window appears.
3. In the **Program File** list, right-click the **Crystal Smart Viewer** and select **Remove**.
4. Close the **Downloaded Program Files** window, and then click **OK** on the **Settings** dialog box.
5. On the **Internet Options** dialog box, click **Apply**, and then click **OK**.
6. Close the browser window.
7. If you are also using ASP Web Reporting:
  - i. Open the file SmartViewerActiveX.asp.
  - ii. Change the version of the .cab file to the version of the CAB file contained in Actxssl.exe.
  - iii. Save the changes. You are now able to view reports correctly.

If you are still not able to view reports, check the version of the Activexviewer.cab file referenced in SmartViewerActiveX.asp by completing these steps:

1. Open SmartViewerActiveX.asp.
2. Ensure the version of the Activexviewer.cab file being referenced is 2.2.4.37, which is the version contained in Actxssl.exe.

3. Save SmartViewerActiveX.asp.
4. On the client computer, open an Internet Explorer (IE) browser window.
5. On the **Tools** menu, click **Internet Options**, and then click the **General** tab (for IE 4, on the **View** menu, click **Internet Options**, and then click the **General** tab).
6. Click the **Settings** button, and then the **View Objects** button. The **Downloaded Program Files** window appears.
7. Right-click the Crystal Smart Viewer file and then click **Remove**.
8. Close the **Downloaded Program Files** window, and then click **OK** on the **Settings** dialog box.
9. In the **Internet Options** dialog box, click **Apply**, and then **OK**.

## Using Crystal Reports 8 ActiveX Viewer with SSL

Using the Web Component Server (WCS) and Secure Socket Layer (SSL), reports do not preview if the URL address used is in the following form:

```
https://<servername>/<virtualdirectoryname>/reportname.rpt?init=actx
```

The Report Viewer for ActiveX installed with Crystal Reports 8 does not use relative URL paths. Therefore a report called using the HTTP protocol through a proxy server with SSL retains the HTTP protocol instead of HTTPS.

This is a known issue with Crystal Reports (CR) version 8.0, Crystal Enterprise (CE) version 8.x, and Seagate Info (SI) version 7.5.2.0 and has been tracked. The Track ID is ADAPT00105333. To resolve this issue, apply the latest ActiveX Viewer hot fix for Crystal Reports 8 from our FTP site:

```
ftp://ftp.crystaldecisions.com/outgoing/EHF/actxviewwin_en.zip
```

With the updates, the ActiveX Viewer now supports relative URLs when using Microsoft Internet Explorer 4 or later.

## Err Msg: "Could not start print job" when printing a report

### Synopsis

A report with more than 20 parameters is previewed using the Web Component Server (WCS) by embedding the Report Viewer for ActiveX Object tag into an HTML page (as per the instructions found on page 62 of Web.pdf found in the /Docs directory of the Crystal Reports 8.5 CD).

After the report appears, you click the **Print** button on the ActiveX Viewer. However, the print job is not sent to the printer and the following error is displayed:

"Could not start print job."

Why does the report not print?

### Resolution

The report does not print because the report parameters are being passed to the WCS through the HTML file using the WebSource.URL property as follows:

```
webSource.URL =  
"/vDir/<ReportName.rpt?prompt0=value0&prompt1=value1&...."
```

As a result, the string exceeds the maximum print queue limit of 254 characters.

To work around this behavior, use one of the following methods:

- Only use the webSource.URL to point to the report location and use the AddParameter line to pass the value to each of the parameters as seen below:

```
...  
webSource0.URL = "http://<WebServerName>/<Virtual  
Directory/Reportname.rpt"  
webSource0.AddParameter "user0", "userID"  
webSource0.AddParameter "password0", "password"  
webSource0.AddParameter "prompt0", "value0"  
webSource0.AddParameter "prompt1", "value1"  
webSource0.AddParameter "prompt2", "value2"  
...
```

- OR -

- Call the report directly from the URL. For example:

```
http://<Your WebServerName>/<Virtual Directory/Reportname.rpt.
```

You are prompted for each parameter value using this method.

## Exponential number of copies of a report printed

### Synopsis

When printing a report using the ActiveX viewers, the number of reports printed increases exponentially. For example, if you print three copies of a report using the ActiveX Viewer, then three print jobs will be sent to the spooler and each one will contain three copies of the report (therefore, nine copies of the report will be printed). Thus, if N number of print jobs are sent to the printer through the ActiveX Viewer, then N x N printouts are generated.

## Resolution

This is a known issue with the ActiveX Viewer Pre-Version 9 and has been tracked. The Track ID is ADAPT00105138.

Hot Fix updates addressing this issue are available as indicated below. With the updates, you are able to successfully print multiple copies of a report from the ActiveX Viewer. Updates for both the ActiveX Viewer and the Netscape Plugin are included.

### Service Packs (SP)

This update is included in the SPs indicated below. They are available for download in English, French, German, and Japanese at

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

Select the desired language from the drop-down menu, and then select the desired product link to download the executable (EXE) or the readme (PDF).

Crystal Enterprise 8 Service pack 1  
Seagate Info 7.5 Service pack 5  
Crystal Reports 8.5 Service pack 2

This issue is corrected in the following component and version and later:

Crviewer.dll, version 8.0.0.387, dated 02/18/2000

<b>CAUTION</b>	To Hot Fixes and Service Packs are not designed for OEM versions. Do not apply these updates if you are using an OEM version. To determine if you are using an OEM version, refer to the following web page: <a href="http://support.businessobjects.com/updates/warning_oem.asp">http://support.businessobjects.com/updates/warning_oem.asp</a>
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## Additional Information

- For more information on the issues addressed in the Hot Fix or Service Pack, view the readme PDF or text file included in the ZIP or TAR file.
- For an overview of Hot Fixes and Service Packs, as well as instructions on how to apply them, search for the documents Hot\_fix\_application\_guide.pdf and Hot\_fix\_faq.pdf on our support site:

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

## Blank page printed after each page with Crystal Reports 7

### Synopsis

A report is launched from the URL and displayed in the ActiveX Viewer. When you click the **Print** button, a blank page is printed after each report page.



## Resolution

To resolve this behavior:

1. Edit the folder and file rights on the web server as outlined in the NTFS Permissions document for Seagate Crystal Reports 7.
2. Run the Crystal Web Page Server and Image Server services under a user account with administrative rights, and then stop and restart these services.
3. Install a default printer on the web server.
4. Open the report in the Crystal Reports Designer on the web server.
5. On the **File** menu, click **Printer Setup**. If a printer is already selected, select the **No Printer** check box, click **OK**, and then save the report.
6. On the **File** menu, click **Printer Setup**.
7. Click the default printer and select the **Default Properties** check box.
8. Click **OK** and save the report.

## Additional Information

For more information on printer related formatting issues, search for and download SCR\_SI7\_NoPrinter.pdf from our [support site](#).

## Incorrect paper size used when using default printer properties in Crystal Reports 8

### Synopsis

A report is created using the A4 paper size setting, with the **Default Properties** check box selected in the **Print Setup** dialog box in the Crystal Report Designer. The default printer on the web server is set to use A4 paper size. However, when the report is viewed through the URL in a client browser, the paper size is set to letter instead of A4. This behavior occurs on both the web server and client computer when using the ActiveX Viewer.

### Resolution

This is a known issue with Crystal Reports (English and Japanese) version 8 and has been tracked. The Track ID is 44015.

File updates addressing this issue are available. With the updates, the ActiveX Viewer now prints using the correct paper size for a report.

A Weekly Hot Fix (WHF) update addressing this issue is available as indicated below for English deployments only.

For Crystal Reports 8, the update for this issue is available on our FTP site:

[ftp://ftp.crystaldecisions.com/outgoing/EHF/cr80mainwin\\_en.zip](ftp://ftp.crystaldecisions.com/outgoing/EHF/cr80mainwin_en.zip)

This issue is corrected in the following component and version and later:

Crpe32.dll, version 8.0.0.510, dated 01/10/2001

=====  
CAUTION:

Hot Fixes and Service Packs are not designed for OEM versions. Do not apply these updates if you are using an OEM version. To determine if you are using an OEM version, refer to the following web page:

[http://support.businessobjects.com/updates/warning\\_oem.asp](http://support.businessobjects.com/updates/warning_oem.asp)  
=====

#### **Additional Information**

- For more information on the issues addressed in the Hot Fix or Service Pack, view the readme PDF or text file included in the ZIP or TAR file.
- For an overview of Hot Fixes and Service Packs, as well as instructions on how to apply them, search for the documents Hot\_fix\_application\_guide.pdf and Hot\_fix\_faq.pdf on our [support site](#)

## **Report printed from the ActiveX Viewer is not centered on the page in Crystal Reports 8**

### **Synopsis**

A report is printed from the ActiveX Viewer; however, the content is not automatically centered on the page. The printable content is placed closer to the left margin leaving less white space in the left margin than in the right margin.

### **Resolution**

This is a known issue with the Crystal Decisions ActiveX Viewer and has been tracked. The Track ID is 48090.

Hot Fix updates addressing this issue are available as indicated below. With the update, when a report is printed it is now automatically centered on the page.

The update for this issue is included in the Crystal Decisions ActiveX Viewer Monthly Hot Fix (MHF) update, which is available for download by searching for the appropriate language build listed below at

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

English: search for ACTXVIEWWIN\_EN.ZIP  
French: search for ACTXVIEWWIN\_FR.ZIP  
German: search for ACTXVIEWWIN\_DE.ZIP  
Japanese: search for ACTXVIEWWIN\_JP.ZIP

This issue is corrected in the following components and versions and later:

ActiveXViewer.cab, version 0.0.0.0, dated 04/20/2001  
CRViewer.dll, version 8.5.0.232, dated 04/20/2001  
Cipe32.dll, version 8.0.1.49, dated 04/20/2001  
Npviewer.exe, version 2.11.15.0, dated 04/20/2001  
Reportparameterdialog.cab, version 0.0.0.0, dated 05/01/2001

=====  
CAUTION:

Hot Fixes and Service Packs are not designed for OEM versions. Do not apply these updates if you are using an OEM version. To determine if you are using an OEM version, refer to the following web page:

[http://support.businessobjects.com/updates/warning\\_oem.asp](http://support.businessobjects.com/updates/warning_oem.asp)

#### Additional Information

- For more information on the issues addressed in the Hot Fix or Service Pack, view the readme PDF or text file included in the ZIP or TAR file.
- For an overview of Hot Fixes and Service Packs, as well as instructions on how to apply them, search for the documents Hot\_fix\_application\_guide.pdf and Hot\_fix\_faq.pdf on our support site:

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

## Exporting to Microsoft Excel 7 from the ActiveX Viewer fails with Crystal Reports 8.5

### Synopsis

A report containing more than 64,000 records is previewed in the ActiveX Viewer and then exported to Microsoft Excel 5 using the **Export** button.

### Resolution

Since Excel 5.0 is able to handle a maximum of 16,000 records, the export fails.

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

Hot Fix updates addressing this issue are available as indicated below. With the update, you now have the ability to export to Microsoft Excel 7 format using the ActiveX Viewer.

### Service Packs (SP)

This update is included in the SP indicated below. It is available for download in English, French, German, and Japanese at

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

Select the desired language from the drop-down menu, and then select the desired product link to download the executable (EXE) or the readme (PDF).

Crystal Enterprise 8 Service pack 1  
Seagate Info 7.5 Service pack 5  
Crystal Reports 8.5 Service pack 2

This issue is corrected in the following component and version and later:

Swebrs.dll, version 8.5.0.158, dated 12/11/2000

=====

**CAUTION:**

Hot Fixes and Service Packs are not designed for OEM versions. Do not apply these updates if you are using an OEM version. To determine if you are using an OEM version, refer to the following web page:

[http://support.businessobjects.com/updates/warning\\_oem.asp](http://support.businessobjects.com/updates/warning_oem.asp)

=====

**Additional Information**

- For more information on the issues addressed in the Hot Fix or Service Pack, view the readme PDF or text file included in the ZIP or TAR file.
- For an overview of Hot Fixes and Service Packs, as well as instructions on how to apply them, search for the documents Hot\_fix\_application\_guide.pdf and Hot\_fix\_faq.pdf on our support site:

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

## Bar code fonts do not appear in ActiveX Viewer

### Synopsis

When viewing a report over the web the bar code fonts do not appear in the ActiveX Viewer on client computers.

### Resolution

Crystal Reports does not embed the fonts in the report pages that are loaded into the viewer. The print engine generates an encapsulated page that is sent to the client computer that references the font that is being used. This font is then loaded from the font directory on the client computer.

To work around this behavior, build a custom application that embeds the fonts which are sent to the client computer. This work around avoids using the ActiveX Viewer to display the reports. Microsoft offers a Web Embedding Fonts toolkit that may provide some additional help:

<http://www.microsoft.com/typography/web/embedding>

## ActiveX Viewer displays invalid characters on a Windows 98 computer

### Synopsis

Reports viewed using the ActiveX Viewer on a Traditional Chinese Windows 98 operating system display invalid characters with simplified Chinese characters.

Why does this issue occur, and how can you resolve it?

### Resolution

This is a known issue with the ActiveX Viewer for Crystal Reports (CR) 9 and Crystal Enterprise (CE) 9 and has been tracked. The Track ID is ADAPT00139758.

Hot Fix updates addressing this issue are available as indicated below. With the updates, the ActiveX Viewer displays English characters (and no invalid characters) if the operating system is Traditional Chinese Windows 98.

#### Crystal Reports 9

For Crystal Reports 9, the fix is included in the most recent Crystal Reports 9 Service Pack, which is available for download at

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

The Service Pack is available for English, French, German, and Japanese languages.

This issue is corrected in the following components versions and later:

Activexviewer.cab, dated 02/21/03  
Cselexpt.ocx, version 9.2.1.221, dated 02/21/03  
Reportparameterdialog.cab, dated 02/21/03  
Sviewhlp.dll, version 9.2.1.235, dated 02/21/03  
Xqviewer.dll, version 9.2.1.35, dated 02/21/2003

#### Crystal Enterprise 9

For Crystal Enterprise 9, the fix is included in the most recent Crystal Enterprise 9 Service Pack, which is available for download at

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

The Service Pack is available for English, French, German, and Japanese languages.

If you have made any modifications to ePortfolio, the CE 9 Service Pack may overwrite your custom code. Therefore, it is recommended that you back up your ePortfolio directory before applying the Service Pack.

This issue is corrected in the following components versions and later:

Crviewer9.dll, version 9.2.1.235, dated 02/21/03

Npviewer.exe, version 2.11.15.0, dated 02/21/03

Swebrs.dll, version 9.2.1.235, dated 02/21/03

=====

**CAUTION:**

Hot Fixes and Service Packs are not designed for OEM versions. Do not apply these updates if you are using an OEM version. To determine if you are using an OEM version, refer to the following web page:


[http://support.businessobjects.com/updates/warning\\_oem.asp](http://support.businessobjects.com/updates/warning_oem.asp)

=====

**Additional Information**

- For more information on the issues addressed in the Hot Fix or Service Pack, view the readme PDF or text file included in the ZIP or TAR file.
- For an overview of Hot Fixes and Service Packs, as well as instructions on how to apply them, search for the documents Hot\_fix\_application\_guide.pdf and Hot\_fix\_faq.pdf on our support site:

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

<b>NOTE</b>	<p>To highlight text in a PDF document for copying and pasting code, click the <b>Text Select Tool</b> toolbar button in Adobe Acrobat.</p>  <p>This procedure applies to Adobe Acrobat 4.0 and 5.0.</p>
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<b>DISCLAIMER</b>	<p>The third party products discussed in this white paper were not fully tested in conjunction with Crystal Enterprise prior to its release. Officially supported Crystal Enterprise platforms are listed in the text file Platforms.txt found in the root folder of the Crystal Enterprise CD as well as in the Knowledge Base article c2009003 (search for this article number at <a href="http://support.businessobjects.com/search">http://support.businessobjects.com/search</a>), which is more current.</p> <p>The information in this document is provided as a courtesy to assist our customers with the configuration of our product in conjunction with these third party platforms.</p> <p>In the event issues arise with an unsupported configuration, there is no escalation support; however, they will be considered during the development of the next generation of our product.</p>
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## Finding Additional Information

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)

► [www.businessobjects.com](http://www.businessobjects.com)

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