



Installing Crystal Reports XI



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The Crystal Reports Installation Wizard works with Microsoft Windows Installer to guide you through the installation process. The Installation Wizard automatically recognizes your computer's operating system and updates files as required.

This chapter provides step-by-step instructions for installing Crystal Reports and shows how to customize your installation. The main topics are:

- [“Installation requirements”](#) on page 2
- [“Installing Crystal Reports on a local machine”](#) on page 3
- [“Creating an installation point and installing from a network server”](#) on page 4
- [“Customizing your installation”](#) on page 6
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As one of the final steps in the installation process, you'll be asked if you want to register the product. Follow the on-screen instructions to complete this process.

Installation requirements

Minimum installation requirements

| | |
|---------------------------|--|
| Operating Systems | Windows 2000 Windows XP Professional Windows 2003 Server |
| Computer/Processor | 133 MHz or higher Pentium-compatible CPU |
| Memory | At least 128 megabytes (MB) of RAM. 256 MB recommended. 4 gigabytes (GB) maximum |
| Disk space | 320 Megabytes |
| Drive | CD-ROM or DVD drive |

Note:

- The .NET components require the .NET 1.0 or .NET 1.1 runtime.
- The Java components require a J2EE 1.3.x or J2EE 1.4.x compatible runtime.

Installing Crystal Reports on a local machine

If you are installing Crystal Reports on a computer running any of the supported operating systems (see [Minimum installation requirements](#) above), you must have Administrator privileges. The installation process creates registry entries and may update some system files that require Administrator rights.

Close all currently running programs and stop as many services as possible when installing Crystal Reports.

If you want to limit the features you install, see [“Customizing your installation”](#) on page 6.

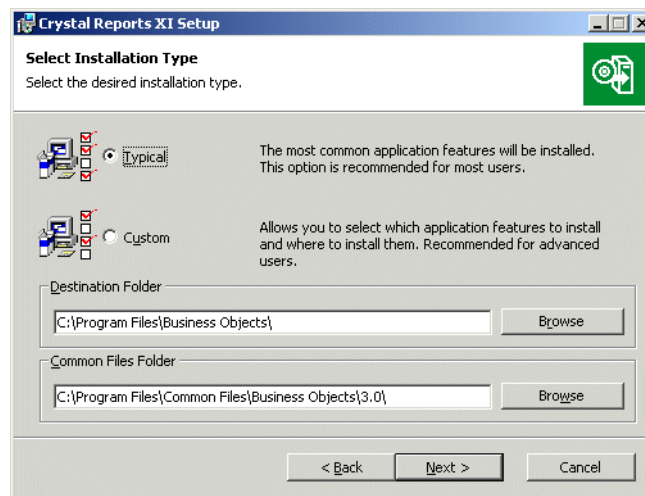
► To install on a local machine

1. Unless Autoplay is enabled for your CD-ROM drive, run **Setup.exe** from the win32 directory of your product distribution.

Note: Depending on the configuration of your current system, you may receive a dialog box informing you to update existing files. If this happens, click Yes and restart your machine. The Installation Wizard updates the required files.

2. Read and accept the License Agreement to proceed with the installation.
3. In the User Information dialog box, type your name, organization, and the product activation keycode.
4. Click **Next**.

The Select Installation Type dialog box appears.



5. Choose the type of installation that you want to perform:
 - **Typical** installs the most common application features.
 - **Custom** enables you to choose the features that you want installed, to specify where they will be installed, and to check the disk space required by each feature. For details, see “[Customizing your installation](#)” on page 6.
6. Click **Browse** if you want to install Crystal Reports or its common files to a directory different from the default location.

The default location for Crystal Reports is C:\Program Files\Business Objects\

The default location for the Crystal Reports common files is C:\Program Files\Common Files\Business Objects\3.0\

Note: These location fields may be unavailable if you have BusinessObjects Enterprise installed on the same machine.

7. Click **Next**.

The Start Installation dialog box appears.

Note: If you install Crystal Reports on a machine with an Internet connection, you can choose to disable the automatic Web Update Service feature. This feature lets you check for updates and service packs each time you open Crystal Reports; if you disable it, you cannot activate it later.

8. Click **Next** to begin copying files to your local drive.

Creating an installation point and installing from a network server

Installing Crystal Reports from a central network location involves two steps:

1. Make a copy of your Crystal Reports product distribution on a server machine on the network (this copy becomes your installation point). See “[Creating an installation point for Crystal Reports](#)” on page 5.
2. Access the server machine from a workstation, and run Setup.exe to install Crystal Reports on the workstation. See “[Installing Crystal Reports from a network](#)” on page 5.

Creating an installation point for Crystal Reports

This procedure must be performed by a network administrator who has write access and network privileges. When this procedure is complete, end users will be able to access Setup.exe from the network to install Crystal Reports onto their local machines.

Note: If users do not have the Microsoft Windows Installer configured on their machines, the setup process detects the workstation's operating system and installs the appropriate Microsoft Windows Installer package.

► **To create an installation point**

1. Create a folder on your network, and share this folder for the users who need to run the Setup.exe.
2. Copy the entire contents of your Crystal Reports product distribution to the folder that you created in step 1.
3. Assign rights to the users who need to install Crystal Reports from this folder.

Note: Restricting access to this folder lets you stay within your license limit.

Installing Crystal Reports from a network

If your network administrator has copied Crystal Reports to the network, make sure you have read privileges to that network before beginning this process.

If you are installing Crystal Reports on a computer running any of the supported operating systems (see "[Minimum installation requirements](#)" on page 2), you must have Administrator privileges on the computer. The installation process creates registry entries and may update some system files that require Administrator rights.

Close all currently running programs and stop as many services as possible when installing Crystal Reports.

► **To install Crystal Reports from a network**

1. Access the folder on the network that contains the Crystal Reports installation files.
2. Double-click **Setup.exe**.

Note: Depending on the configuration of your current system, you may receive a dialog box informing you to update existing files. Click Yes and restart your machine. The Installation Wizard updates the required files.

3. Read and accept the License Agreement to proceed with the installation.
4. In the User Information dialog box, type your name, organization, and the product activation keycode.

Tip: You may need to contact your Administrator for the product activation keycode.

5. Click **Next**.

The Select Installation Type dialog box appears.

6. Choose the type of installation that you want to perform:
 - **Typical** installs the most common application features.
 - **Custom** enables you to choose the features that you want installed, to specify where they will be installed, and to check the disk space required by each feature. For details, see “[Customizing your installation](#)” on page 6.
7. Click **Browse** if you want to install Crystal Reports or its common files to a directory different from the default location.

The default location for Crystal Reports is C:\Program Files\Business Objects\

The default location for the Crystal Reports common files is C:\Program Files\Common Files\Business Objects\3.0\

8. Click **Next**.

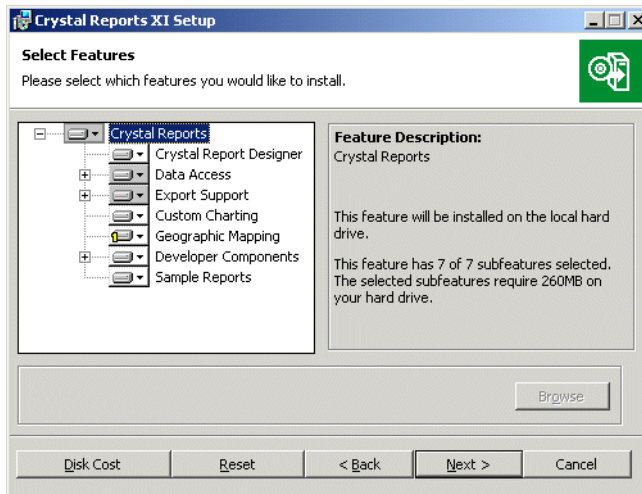
The Start Install dialog box appears.

Note: If you install Crystal Reports on a machine with an Internet connection, you can choose to disable the automatic Web Update Service feature. This feature lets you check for updates and service packs each time you open Crystal Reports; if you disable it, you cannot activate it later.

9. Click **Next** to begin copying files to your local drive.

Customizing your installation

Selecting the Custom installation option invokes the Select Features dialog box, which allows you to install specific features, to change the default location of various features, and to check the amount of disk space required by each feature.



The icons in the feature tree indicate whether the feature and its subfeatures will be installed or not:

- A white icon means that the feature and all its subfeatures will be installed.
- A shaded icon means that the feature and some of its subfeatures will be installed.
- A yellow 1 means that the feature will be installed when required (installed on demand).
- A red X means that the feature or subfeature is either unavailable or will not be installed.

Crystal Reports uses an “install on-demand” technology for some of its features. As a result, the very first time a particular feature is used after being installed, there may be an extra wait for the “install on-demand” to complete. This behavior will affect new installations only once and will not occur when features are restarted.

To select the configuration and location of a feature or subfeature, click its icon.

Note: Each feature or subfeature can have its own configuration and location.

Use the following table to determine your installation options for each feature or subfeature:

| Type of feature installation | Description of what is installed |
|---|--|
| Will be installed on local hard drive | <ul style="list-style-type: none"> Installs the feature on the local hard drive. Uses the Typical install settings to install some of the feature's subfeatures to the local hard drive. |
| Entire feature will be installed on local hard drive | <ul style="list-style-type: none"> Installs the feature and all of its subfeatures on the local hard drive. |
| Will be installed to run from product distribution/network | <ul style="list-style-type: none"> Runs the feature and its Typical subfeatures off the product distribution/network. <p>Note: Some subfeatures are not set up to run from the product distribution/network. These subfeatures will be installed on your local hard drive.</p> |
| Entire feature will be installed to run from product distribution/network | <ul style="list-style-type: none"> Runs the feature and all of its subfeatures off the product distribution/network. <p>Note: Some subfeatures are not set up to run from the product distribution/network. These subfeatures will be installed on your local hard drive.</p> |
| Feature will be installed when required | <ul style="list-style-type: none"> Installs the feature or subfeature from the product distribution/network when first used. |
| Entire feature will be unavailable | <ul style="list-style-type: none"> Neither the feature nor its subfeatures are installed. |

Note: Subfeatures are listed below each feature. A subfeature can have a different type of installation than its parent feature.

Running a silent installation

A silent installation is one that you run from the command line to automatically install Crystal Reports on any machine in your system, without the installation program prompting for information during the installation. To install silently, you run an `msiexec` command from the command line. The command must include a series of parameters that provide information for installation settings and directory paths.

The silent Crystal Reports installation is particularly useful when you need to perform multiple installations and do not want to interrupt people who are working on machines in your system. You can also use the silent installation command in your own scripts. For example, if your organization uses scripts to install software on machines, you can add the silent Crystal Reports installation command to your scripts.

Note:

- The silent installation is not available from the Crystal Reports Setup program and is intended only for experienced administrators of Crystal Reports.
- When you perform a silent installation, you accept the Crystal Reports end-user license agreement by default. You can find a copy of the license agreement (`license.pdf`) in the `Docs` folder of your product distribution.
- Silent installations are intended for new installations; do not use them for upgrades.

The silent installation command consists of the command `msiexec`, followed by the location of the installation executable file, and a number of parameters that provide information about the installation. The following example installs Crystal Reports on `mymachine`:

```
Msiexec /i "\\mymachine\Business Objects\Crystal
Reports11\scr.msi" REBOOT=ReallySuppress /qn+
PIDKEY=A1234-ABCD123-12345A6-AB12 INSTALLDIR="C:\Program
Files\Business Objects\Crystal Reports 11"
COMMONVERDIR="C:\Program Files\Common Files\Business
Objects\3.0"
```

The example uses the most common parameters. You can choose any number of valid parameters, but it is good practice to keep the silent installation as simple as possible.

The following table lists the most common parameters used in a silent installation. To use a parameter, place it on the command line after the `msiexec` command and the path for the installation files.

Note: Parameters that are not listed in this table may be available, but they have not been tested. Untested parameters are not supported.

| Installation parameter | Description |
|------------------------------------|---|
| INSTALLDIR="filepath" | Specifies the machine and directory where you want to install Crystal Reports. Replace filepath with the full path for the installation directory. For example, "C:\Program Files\Business Objects\Crystal Reports 11". |
| COMMONVERDIR="filepath" | Specifies the machine and directory where you want to store the common files directory created during the installation. Replace filepath with the full path for the common files directory. For example, "C:\Program Files\Common Files\Business Objects\3.0". |
| PIDKEY=00000-0000000-00000000-0000 | Specifies your product activation keycode. |
| REBOOT=ReallySuppress | Prevents Crystal Reports from prompting the user to reboot the machine. |
| /qn+ | Performs the installation silently, but prompts the user when the installation is complete. |
| /qn | Performs the installation silently, without prompting the user. |
| ADDLOCAL | Specifies a list of features, delimited by commas, that you want to install. For example, ADDLOCAL=ALL Note: When using any of the EXCLUDE parameters in this table, you must also use ADDLOCAL. For example, ADDLOCAL=ALL EXCLUDERDCFILES=1 |

| Installation parameter | Description |
|------------------------|--|
| EXCLUDEDOTNETFILES | Specifies whether the .NET developer components should be installed. For example, EXCLUDEDOTNETFILES=1 The default value is 0, which indicates that the .NET developer components should be installed. The value 1 indicates these components should not be installed. |
| EXCLUDEJAVAFILES | Specifies whether the Java developer components should be installed. For example, EXCLUDEJAVAFILES=1 The default value is 0, which indicates that the Java developer components should be installed. The value 1 indicates these components should not be installed. |
| EXCLUDERDCFILES | Specifies whether the RDC developer components should be installed. For example, EXCLUDERDCFILES=1 The default value is 0, which indicates that the RDC developer components should be installed. The value 1 indicates these components should not be installed. |

Note: You can use the silent installation to add only features that you have purchased licences for (controlled by your license key). If you add a feature that you do not have a license for, that feature is ignored by the silent installer.

Upgrading Crystal Reports components

If you have purchased an upgrade product activation keycode, you will find that the installation program does not remove your previous version of Crystal Reports. In general, upgrading Crystal Reports components provides you with a side-by-side installation (that is, an installation in which you can run either your old or new version of Crystal Reports).

Note: Crystal Reports XI side-by-side installation is supported when upgrading from Crystal Reports 10, Crystal Reports 9, or Crystal Reports 8.5.

This side-by-side behavior applies to Crystal Reports and the various Software Development Kits (SDKs). Crystal Reports XI for Visual Studio .NET can be used in side-by-side mode at runtime (that is, applications written using Crystal Reports 10 for Visual Studio .NET will continue to run with Crystal Reports 10 for Visual Studio .NET assemblies). However, Visual Studio integration is not side by side; only one version of Crystal Reports can be integrated into the Visual Studio .NET IDE at any given time. The same thing applies to the Report Designer Component (RDC): the RDC can be used in side-by-side mode at runtime, but IDE integration is not side by side.

Note:

- When you upgrade Crystal Reports 9 components, the BusinessObjects Enterprise Repository presents a special case. You must install the BusinessObjects Enterprise Repository from the Crystal Enterprise Standard product distribution (see the *Crystal Enterprise XI Installation Guide* for information). You must then move repository content that you added in Crystal Reports 9 to the new repository. See the chapter called "Migrating the Crystal Repository" in the *Business Views Administrator's Guide* for information about how to do this.
- For further information that may pertain to your reporting environment, consult the Release Notes included with your product distribution ([release.htm](#)).