

# Crystal Enterprise 8

## General Questions & Answers Regarding Crystal Enterprise 8

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### Overview

This document will discuss specific questions in the following subject areas regarding Crystal Enterprise:

- Installation
- Architecture
- Services
- Security
- Viewers
- Miscellaneous

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## Introduction

This document will discuss general questions and answers regarding Crystal Enterprise and where to go for additional information.

## General Questions & Answers

### Installation

#### Q. What are the installation requirements for Crystal Enterprise (CE)?

A. For a complete listing of installation requirements, please consult the Installation Guide.pdf, which is included in the \Doc directory of the CE CD. Also, please consult Platforms.txt, which is included in the root directory of the CE CD and review the following Knowledge Base articles: C2008760 and C2009003 which are available from the Crystal Decisions web site at: <http://support.crystaldecisions.com/kbase>

**NOTE**

CE uses the Microsoft Windows Installer engine. Therefore, if you are running Windows 95, 98, or NT 4.0 you will need to install the engine prior to starting the installation. The Windows Installer executable is distributed with the CE CD in the \Win32 directory. Run the executable appropriate to the operating system, as follows:

- For Windows 9x, run the file: Instmsi.exe
- For Windows NT 4.0, run the file: Instmsiw.exe

For more information regarding Windows Installer, please visit the Microsoft web site at: [www.microsoft.com](http://www.microsoft.com).

#### Q. Is it possible to install Crystal Enterprise and Seagate Info 7.5.2.0 on the same server?

A. Installing Crystal Enterprise and Seagate Info 7.5.2.0 on the same computer is not supported. Crystal Enterprise and Seagate Info should not be installed on the same computer.

### Architecture

#### Q. Where can I find information on the Crystal Enterprise architecture, including the server components and their duties?

A. A thorough description of the CE architecture, client and server components can be found in the following documents: Administrator's Guide.pdf, Installation Guide.pdf, and Quick Start Guide.pdf. These documents are included in the \Doc directory of the CE CD or can be purchased from the Crystal Decisions web site at: <http://store.crystaldecisions.com>.

## Services

**Q. Can the Crystal APS service be started after the other services? How often do the other services register themselves with the APS? Why is the APS not a dependency for the other services?**

A. The Crystal APS service can be started after the other services, however it is not recommended. The other services will attempt to register with the APS and if the APS is unavailable, delays will result, as the other services will continue to attempt registration in intervals of approximately every two minutes. For this reason, we recommend that the APS be started first to avoid having to wait for the interval(s) to pass before each of the services is registered.

The APS is not a dependency for the other services due to the ability of CE to run each of the other services on separate computers. If the APS were a dependency, then each component computer would require its own APS.

For more information, please review the Administrator's Guide located in the \Doc directory of the CE CD.

## Security

**Q. Can Windows NT Single Sign-On (SSO) be used with both NT and Enterprise authentication? How are users authenticated that do not have an NT account that is recognized by CE?**

A. SSO allows network users to seamlessly access all authorized network resources based on a single authentication that is performed when the network is initially accessed. By using NT SSO, Crystal Enterprise can be configured to allow users to log on without being prompted. Users need only to have entered their NT user name and password when they logged on their NT session. When using this feature of Crystal Enterprise, both NT and Enterprise accounts may be used. If a user does not have a valid NT account then they will not be logged on. In order to log on users without NT accounts, the CSP page needs to prompt users to log on if their NT account is not valid in CE. At this point, they may either use the "Guest" account or enter a valid Enterprise user name and password.

For more information, please review the Administrator's Guide.pdf located in the \Doc directory of the CE CD and Using Windows NT Authentication and Single Sign On, CE8\_NT\_Authentication.pdf, which is available for download from the Crystal Decisions web site at: <http://support.crystaldecisions.com/docs>.

**Q. What rights are needed to start or stop services in a CE environment from a remote computer?**

A. You must be able to log on as an NT administrator of the computer to which you wish to connect remotely. This can be done through the Crystal Configuration Manager (CCM) from a remote computer by ensuring that the 'Computer Name' field in the upper right corner of the CCM shows the computer name you wish to control. After the computer name is entered, a dialog box, 'Enter Network Logon Information', may appear in which you will enter an account with local administrator rights on the computer that you wish to administer remotely. Enter the account in the format of "domain\username" or

the local administrator account and then enter the password. You will then be able to remotely stop, start, or restart the services remotely.

For more information, please consult the Administrator's Guide.pdf located in the \Doc directory of the CE CD.

**Q. When launching ePortfolio or the Crystal Management Console from the Crystal Launchpad, I am able to log on without entering a username and password. Why is this possible?**

A. When logon credentials are not entered, the Crystal Enterprise system treats the user as a guest and automatically logs the user on using the "Guest" account.

In ePortfolio, by default, "Guest" will have rights to access the "Report Samples" folder with "View", "Schedule", and "History".

In the Crystal Management Console, by default, "Guest" will have rights to access the "Report Samples" folder with "View", "Schedule", and "History". However, "Guest" will not be able to view "Global Management" or "Server Management" settings, add or remove any folders or objects, or make any changes to user accounts or groups.

If permitted to do so, "Guest" users can create their own Enterprise accounts. However, the Administrator can remove this capability or disable the "Guest" altogether. For more information, please consult the ePortfolio User's Guide.pdf located in the \Doc directory of the CE DB.

**Q. What rights are needed in Crystal Enterprise in order to add or delete reports or edit report object properties in Crystal Reports?**

A. To view instances you must have at least the View right. To schedule you must have at least the Run right. To do anything else you will need Full Control rights. Report designers will need Full Control rights to be able to add new or edited reports to the CE system. For more information, please consult the Administrator's Guide included in the \Doc directory of the CE CD.

**Q. Can members of the Administrators user group be locked out of folders if assigned the 'No Access' right?**

A. If the Administrators group is assigned the 'No Access' right to a folder, members of the Administrators group will not be able to see the folder in ePortfolio. However, as Administrators have full control of all objects by default, they will be able to access the folder through the Crystal Management Console.

**Q. When logged on to the Crystal Management Console as an Administrator, if I navigate to Content Management > Folders > User Folders I see some folders with blue asterisks (\*) on them. What is the significance of the blue asterisk on the folder icon?**

A. The blue asterisk indicates a user's home folder. For each user account created in the Crystal Enterprise system a corresponding home folder is created for the user.

## Viewers

### **Q. How do I specify the viewer that I wish to use from within ePortfolio?**

A. The viewer can be changed from within ePortfolio, but only when logged on as a non-guest user, as the "Guest" account does not have this option. When logged on as a non-guest user you will see a 'Settings' options in the upper right corner of the desktop. By clicking 'Settings', the desktop can be customized. Any settings that are altered will be preserved for your future sessions. Near the bottom of the list you will see the "View my reports using the..." setting where you can select the desired viewer.

For more information, please consult the ePortfolio User's Guide.pdf located in the \Doc directory of the CE CD.

### **Q. Is exporting available in the viewers? Which server component handles the exporting?**

A. Each of the viewers, with the exception of the HTML page viewer, provides exporting capabilities. The Page Server will handle the export by requesting the export from the appropriate DLL. For more information on exporting, please review the ePortfolio User's Guide.pdf located in the \Doc directory of the CE CD and the Crystal Reports User's Guide.

## Miscellaneous

### **Q. What are Alerts, and how are they created?**

A. Alerts are a new feature of Crystal Reports 8.5. Report Alerts are custom messages created in Crystal Reports that appear when certain conditions are met by data in a report. Report Alerts may indicate action to be taken by the user or information about report data. For more information, please consult the ePortfolio User's Guide.pdf located in the \Doc directory of the CE CD or the Crystal Reports User's Guide.

### **Q. I am using Crystal Enterprise with Crystal Reports 7.0 and 8.0 reports. How can I create thumbnails for my reports?**

A. Thumbnails can only be created in reports designed in Crystal Reports version 8.0 and later formats. In addition, thumbnails will only appear for reports with saved data. If the report is added using the Crystal Publishing Wizard, 'Review or modify report properties' must be selected in the 'Change Default Values' dialog and 'Generate thumbnail image' must be selected in the 'Review Report Properties' dialog. If the report is added using the Crystal Management Console, 'Generate thumbnail for the report' must be selected in the 'New Report' dialog. For the report thumbnail to be visible on the ePortfolio

desktop, 'Show thumbnail' must be selected in the properties of the object in the Crystal Management Console.

Please refer to the Crystal Reports User's Guide for more information on creating thumbnails in your reports. The Administrator's Guide.pdf and ePortfolio User's Guide.pdf located in the \Doc directory of the CE CD discuss how thumbnails are used in ePortfolio.

## Finding More Information

For additional information on CE documentation, please refer to the Knowledge Base articles C2001322 and C2001495. For questions regarding Crystal Reports features, please consult the Crystal Reports User's Guide.

## 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>