Business Objects™

Crystal Reports

Database Connectivity Troubleshooting & Frequently Asked
Questions

Overview

This document helps you to troubleshoot database connectivity issues in
Crystal Reports (CR). It also contains a list of common errors and
solutions as well as database-specific errors. You should read this
document if you experience issues connecting to your database while
designing a report in the CR designer. This information applies to
Crystal Reports 8 and later and Seagate Info 7.5 and later.

For Crystal Reports XI and later, refer to this [document](#).

Contents

Introduction

Database connectivity issues may occur when you initially design a new report or when you preview/refresh an existing report in the Crystal Reports designer.

This document outlines some basic guidelines help to resolve your database connectivity issues. Also, this document provides you with answers to frequently asked questions.

The rest of this document includes:

- Typical errors (not database specific)

- Database-specific issues (SQL-type)

- Database-specific issues (PC-type)

NOTE	The online content referenced in later sections of this document can be found on the Crystal Decisions support site at: http://support.crystaldecisions.com.

Basic Troubleshooting

Crystal Reports (CR) is a third-party report-writing tool. External factors may affect a successful connection to your database. These factors may include issues with the ODBC administrator, your database or a specific native (direct) driver.

Often, it is necessary to perform several different tests and to answer a series of questions to isolate where the issue may exist.   The troubleshooting process helps to narrow down the cause of the issue that you are experiencing.

Record the answers of each of the troubleshooting questions.   The answers can later be evaluated to help you narrow down what is causing the issue.

1: If you are using a SQL-type database

Examples of SQL-type database: Oracle, Microsoft SQL Server, Sybase, Informix, IBM DB2, Pervasive.

You must be able to answer 'yes' to the following:

- Is the database client software installed? This needs to be installed on the local computer drive.

- Is the database client software's root directory (for example, 'C:\MSSQL\BIN' for SQL Server) properly referenced in the computer's search path?

How to verify that the database client software's root directory is referenced in the computer's search path

1. From the **Start** command, left-click **Run**. Type "command" or "cmd".

2. At the command prompt or DOS prompt, type "path".

This needs to be in the search path on your computer in order to load the appropriate driver dependency files.

NOTE	For further information, search for the following knowledge base article, C2008004, <u>How to Check your Windows Search Path</u> on our support site at <u>http://support.crystaldecisions.com/kbase</u>

-   Are you able to connect to the database through the database client software?

    (i.e. SQL Plus in Oracle)

You must be able to connect to the database outside of Crystal Reports. If this does not work, you need to have your systems administrator or database administrator properly configure your computer.

2: If you are using a PC-type Database:

Example of PC-Type databases: Microsoft Access, Microsoft Excel, Dbase, Visual Foxpro, Act!, Clipper

You must be able to answer 'yes' to the following :

-   Is the database installed on the computer?

-   Are you able to see all of the data within the database itself?

If you are not able to see all the data within the database itself, then you may not be able to see this data in Crystal Reports. The issue may be caused by insufficient database permissions with your logon information.

Verify with your Database Administrator that your logon information has sufficient permissions and rights.

3: If you are using an ODBC connection:

The SQLCON32 testing utility allows you to determine if Crystal Reports is causing the issue or if it is an issue with the database ODBC driver.

For more information on using the SQLCON32 testing utility, search for the following knowledge base article on our support

site, http://support.crystaldecisions.com/kbase

- **C2007753,** How to Use SQLCON to Test an ODBC Driver and Database Connectivity

If you are connecting using ODBC, can you connect using the SQLCON32 testing utility? Also, in this testing utility, can you get a listing of Tables or Stored Procedures?

NOTE	The SQLCON32 testing utility can be found on the Crystal Reports installation CD or on our support site at http://support.crystaldecisions.com/downloads by searching for sqlcon32.zip.

How to verify if the report is using an ODBC connection

1. In the Crystal Reports designer, from the **Database** command, left-click **Convert Database Driver**.

2. Look for the grayed out file name next to the "FROM:" section. If the name is:

    - Pdsodbc.dll – you are using an ODBC connection

    - Pdsoledb.dll – you are using an OLE DB connection

    - Pd*.dll – you are using a native connection

NOTE	If you are using subreports in an existing report, you also need to verify the type of connection used in each subreport. It is possible to use one driver for the main report and a different driver in each subreport.

Frequently Asked Questions

A. How do you change an existing report to connect to the database if the database has been moved to a new location or if the database has been renamed?

Answer:

The database can easily be moved to a new folder or new directory. Also, the file name of the database can easily be modified. If the report had been created prior to these changes, it is possible to reset the report to connect to the new location or the new file name of the database.

This is especially useful if someone sends you a report that uses a database that has a different location on your system, or if you have changed the directory or disk location of a database.

Use the **Set Location** command to change the location of a database that is active in a report. The **Set Location** command provides a simple way to indicate the new name or location of database files.

In addition, the **Set Location** command automatically converts your database driver to the data source you have chosen. For example, you can automatically convert a native (direct) access data source to an ODBC data source using the **Set Location** command.

The following guidelines apply:

- If you are moving only one table, the **Set Location** command can convert it to the same type or any other type of data source.
- If you are moving more than one table, the **Set Location** command can convert all of the tables to the same type of data source. To move more than one table to a different data source, use the **Convert Database Driver** command

NOTE	The **Set Location** command does not physically move the database(s). The command simply directs Crystal Reports to find the database(s) in another location than the one that had been originally specified when creating the report.

How to use the Set Location command in Crystal Reports

1. Select the **Set Location** command from the **Database** menu. The Set Location Dialog Box appears. The list of active databases appears in the "Databases:" box.

2. Select the database for which you want to change the location. When you highlight a database on the list, the program displays the location (path) of that database in the "Location:" box.

3. Set the new location for the database:

- If you want to set the database location to the location of the active report, click the **Same As Report** button. Crystal Reports is now set to search for the database in the same directory in which the report has been saved. You cannot use the **Same As Report** button until you have saved the report.

- If you want to set the database location to a location other than the location of the active report, click the **Set Location** button. The Choose Database File dialog box appears.

- If you want to select a database with a different name, select the new name from the "Databases:" box..

- If you want to change the directory or disk location of the file, set the new location in the Data Explorer dialog box that appears during the Set Location process. When you make a change, the new location is displayed in the Data Explorer dialog box beside "Location:".

- If you want to change both the name and the location, you can manually type the new name and include the new path in the Database Name box in the Set Location dialog box, or you can type the new name in the Database Name box and select the new location from the Data Explorer dialog box.

4. Click **Done**.

Upon completing the **Set Location** command, Crystal Reports changes the report to reflect the new name and/or the new location.

NOTE	Perform the Verify Database command after completing the Set Location command to update any structural changes to the database tables and fields.

NOTE	The Map Fields dialog box appears if changes have been made to the fields in the report database. Mapping fields is required to link the report fields to the correct database field.
	For more information on how to map fields, refer to the Crystal Reports Online Help. From the 'Help' menu in CR, click 'Crystal Reports Help' (or the F1 key) and type "Map Fields dialog box".

B. How do you change your report to use a different connection?

For example:

- From an ODBC connection to a native (direct) connection (or vice versa)

- From one ODBC DSN (Data Source Name) to a different ODBC DSN

Answer:

Use the **Convert Database Driver** command to change the database driver or DSN with which you connect to a particular database.

Using the **Convert Database Driver** command to change to a different DSN is required if the DSN has been re-configured with a different user name.

How to use the Convert Database Driver command in CR

1. Select the **Convert Database Driver** command from the **Database** menu.

2. Select the **Convert Database Driver on Next Refresh** check box in the Convert Database Driver dialog box.

The "From:" line indicates the type of connection that the report is currently using. The "To:" line has a pull-down menu with a list of

drivers from which to select if you want to change the type of connection that the report is using.

NOTE	Pdsodbc.dll indicates that you are using an ODBC connection. Pdsoledb.dll indicates that you are using an OLE DB connection. Pd****.dll indicates that you are using a native connection.

3. Select the new driver from the pull-down menu beside the "To:" line according to the type of connection to be used by the report.

4. Click the **OK** button.

Depending on the type of connection that you select, you will be prompted for server information or for data source information.

| NOTE | The Map Fields dialog box appears if changes have been made to the fields in the report database. Mapping fields is required to link the report fields to the correct database field.

For more information on how to map fields, refer to the Crystal Reports Online Help. From the 'Help' menu in CR, click 'Crystal Reports Help' (or the F1 key) and type "Map Fields dialog box". |
|------|------|

Related technical brief(s) found on our support site at http://support.crystaldecisions.com/docs:

*   **cr_db_driver_dependencies.pdf**, Database Driver Dependency DLLs

If you have modified the DSN (Data Source Name) or if you have created a new DSN in the ODBC Administrator, you will need to change your report to connect to the modified or new DSN.

How to change the report to use one ODBC DSN to another ODBC DSN

1. Follow the same steps as outlined above in **How to use the Convert Database Driver command in CR**.

Also, verify that the "From:" line in the Convert Database Driver dialog box indicates that you are using "Pdsodbc.dll [ODBC]". You will select the same driver, "Pdsodbc.dll [ODBC]" from the "To:" line pull-down menu.

2. Select the modified or new DSN in the **Select Data Source** dialog box.

3. Click **OK** to exit the **Select Data Source** dialog box.

C. How do you update your report to reflect the changes in your database?

When you create a new report, the report retrieves the fields from the database as the fields exist are defined. Crystal Reports uses the structure of the database (number of fields, field position, data type, etc.) to identify and connect to the fields that have been placed on the report.

If you change the structure of the database (by adding or deleting fields) after you create the report, Crystal Reports needs to update the report according to the new structure of the database.

Answer:

Use the **Verify Database** command to update the report to reflect the changes in your database structure.

Database structure refers to the following scenarios:

If the database has more fields now than it had when the report was first created, Crystal Reports attempts to identify and use the correct fields from the new database. The aim is to print an unchanged version of the report even though the underlying database has changed.

• If the database has fewer fields now than it had when the report was first created, it uses those fields that are still available when it prints the report and ignores those that are no longer available.

How to use the Verify Database command in CR

1. In Crystal Reports, open the file in design mode.
2. Select **Verify Database** from the **Database** menu. A message box appears asking you whether you want to verify all the files in the report including those that are not being used.
3. Click on either **Yes** or **No**.

• Click **Yes** to verify all the files in the report, used or unused.

• Click **No** to verify only those files used in the report.

If the underlying database is unchanged, you will get the following message:

"Database is up to date."

4. Click **OK** to return to the Crystal Reports designer.

If the underlying database has changed, you will get the following message:

"The database file ([filename]) has changed. Proceed to fix up the report?"

- If you click **Yes**, the program revises the report to the current version of the database.

- If you click **No**, the program attempts to print the report without first adapting it to the current version of the database.

NOTE	The Map Fields dialog box appears if changes have been made to the fields in the report database. Mapping fields is required to link the report fields to the correct database field.
	For more information on how to map fields, refer to the Crystal Reports Online Help. From the 'Help' menu in CR, click 'Crystal Reports Help' (or the F1 key) and type "Map Fields dialog box".

D. When you create a new report, why does the message, "No Items Found", appear under the folder of your connection selection in Data Explorer?

Answer:

The message, "No Items Found", may appear under the folder of your connection selection in Data Explorer for the following reasons:

- The display options for Data Explorer are set incorrectly.
- The appropriate database permissions to view tables, views, system tables, synonyms and/or stored procedures have not been assigned to your logon information.

How to set the display options in Data Explorer

1. Select the **Options** button in Data Explorer.

2. Select the check boxes under the "Show:" options according to the data that you want to report off. For example: Tables, Views, System Tables, Synonyms, Stored Procedures.

3. Click **OK** to exit the Options dialog box.

4. Collapse and re-select the folder representing your connection selection.

The message, "No items found", should now be replaced with a list of your data options.

NOTE	In Data Explorer, select the **Options** button and place the cursor in the field box to ensure that there are no unintentional spaces or unwanted text in the "Table Name LIKE:" or "Owner LIKE:" fields.

How to verify that your logon information has the appropriate database permissions

1. Attempt to create your report using a different logon. We recommend that you attempt to use the Administrator logon information. Usually, the Administrator logon information has the highest level of database permissions.

    Contact your Database Administrator to verify that your logon information has the appropriate database permissions to allow you to connect to the tables, views, system tables, synonyms and/or stored procedures.

E. Why are you unable to see all the tables, views or stored procedures in your database?

Answer:

You are unable to see all the tables, views, system tables, synonyms and/or stored procedures under the folder of your connection selection in Data Explorer for the following reasons:

-   The display options for Data Explorer are set incorrectly.

-   The appropriate database permissions to view tables, views, system tables, synonyms and/or stored procedures have not been assigned to your logon information.

    -   For information on how to set the display options in data explorer and on how to verify that your logon information has the appropriate database permissions, please review the instructions from the previous answer in question D.

F. Why does your existing report (using an ODBC connection) no longer open successfully?

Answer:

Your existing report may no longer open successfully because the ODBC data source has become corrupt.

How to troubleshoot a corrupt ODBC data source

1. In the ODBC Data Source Administrator, create a new DSN (Data Source Name).
2. In the Crystal Reports designer, complete the **Convert Database Driver** command. For information on how to use the **Convert Database Driver** command, refer to the instructions from the previous answer in question B.

3. In the Crystal Reports designer, complete the **Verify Database** command. For information on how to use the **Verify Database** command, refer to the instructions from the previous answer in question C.

NOTE	If there are subreports in the main report, complete the **Convert Database Driver** and **Verify Database** commands for each of the subreports.

G. Why is your application not able to connect successfully at runtime in Crystal Reports?

Answer:

There are several resources on the Crystal Decisions support site that address database connection at runtime issues. This includes using ActiveX Data Objects (ADO) with Crystal Reports, specifying syntax for Crystal Reports function calls related to database connectivity, and general troubleshooting tips.

CAUTION	If your report fails to connect to its data source at runtime, then verify that the report connects successfully in the Crystal Reports (CR) designer. If a report fails to connect in the CR designer, it will always fail to connect at runtime. Continue to troubleshoot the database connection issue first in the CR designer.

Information on runtime issues:

The following is a list of technical briefs that refer to runtime issues that can be found on the Crystal Decisions support site at http://support.crystaldecisions.com/docs.

Search by file name for the following runtime documents:

- **cr_rdc_dbconnectivity.pdf**
  Provides an in depth look at each of properties and methods of the Report Designer Component (RDC) that relates to database connectivity.

- **scr8_ttxado.pdf**
  Provides information on using Data Definition (TTX) files and active data with Crystal Reports. This document outlines how to create a report that has a Microsoft ActiveX Data Objects (ADO) recordset passed to it at runtime.

- **scr_api_database_logon.pdf**
  Describes how to logon to a database at runtime by making direct Application Programming Interface (API) calls using the Crystal Report Print Engine (Crpe32.dll).

- **cr_dev_dbissues.pdf**
  Provides troubleshooting resources for solving database connectivity

related errors when using Crystal Reports development tools.

The following knowledge base article regarding runtime issues can be found on the Crystal Decisions support site at http://support.crystaldecisions.com/kbase.

Search by article ID for the following runtime knowledge base article:

- **C2004884,** Using the Connect property of the Crystal ActiveX (OCX) control

Typical Errors (Not database specific)

This section provides more information on typical errors that are not database specific.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2005338,** Distinguishing Between 1157 and 126 ODBC Errors

- **C2007974,** Key Words Left Outer Join

- **C2006831,** "Physical Database Not Found" error in Crystal Reports 8

If the issue is not related to one of these typical errors, please go to the appropriate database on the following pages for more database specific troubleshooting articles.

Database Specific Issues (SQL-Type)

This section provides more information on typical errors or symptoms that are database specific.

Microsoft SQL Server

It is <u>not</u> recommended that you connect natively to SQL Server 7 or later as the Microsoft dependency file (Ntwdblib.dll) that our native driver uses has been updated, however it has not been updated for compatibility since SQL Server 6.5.

Query Analyzer is the native connection utility for SQL Server databases. You must establish a connection in Query Analyzer before you can connect to the database in Crystal Reports 8 and later.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2003999**, Forcing StarEqual syntax with SQL Server after Conversion to OJ Syntax

- **C2005342**, No Data is returned when Stored Procedures are selected through OLE DB

- **C2005259**, Incorrect data displayed from Ntext, Nchar, and Nvarchar data types

- **C2007340**, Database field containing JPEGs appear blank in a report

- **C2007751**, Adding new parameters to stored procedure causes error in Crystal Reports

Related technical brief(s) found on our support site at http://support.crystaldecisions.com/docs:

- **scr_general_sql_server_error.pdf**, How to Resolve "General SQL Server" Error

Oracle

In order to connect to an Oracle database in Crystal Reports 8 or later, a database alias must be set up on the client computer using the Oracle client software configuration utility, Net8 Easy Config.

When connecting to an Oracle database, the version of the client software does not necessarily have to match the version of the server software.

SQL*Plus is the native connection utility for an Oracle database. You must be able to establish a connection to the database through SQL*Plus before you attempt to create a report in Crystal Reports 8 or later.

Related technical brief(s) found on our support site at http://support.crystaldecisions.com/docs:

- **scr_oracle_stored_procedures.pdf** , Oracle Stored Procedure Support with Crystal Reports

Related file(s) and update(s) found on our support site at http://support.crystaldecisions.com/downloads:

- **cr8_746.zip**, Updated Oracle Native Driver

- **cror815.zip**, Updated Oracle 8i ODBC Driver

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2010167**, " Procedure contains a result set, but procedure returns results..." ODBC error

Informix

Setnet32 is the configuration utility used to set up a database connection for the first time.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2006053**, Unable to Pass Null to Informix Stored Procedure Parameters

- **C2004809**, Cannot See Informix Native Button in Crystal Reports

- **C2006043**, Show Option in Data Explorer Does Not Refresh Changes Immediately

- **C2007149**, Null Records are Not Shown When Record Selection is Done on a Child Table

- **C2003395**, [Intersolv][ODBC Informix Driver][Informix] Invalid Database Environment

IBM DB2

The Client configuration assistant (CCA) allows you to set up a database connection for the first time.

DB2 Command Center is the native connection utility for a DB2 database. To connect, you must supply the name of the database and not the database server.

In order to use either the native or ODBC driver that ships with Crystal Reports, you must have the Client Application Enabler (CAE) on the client computer. CAE is installed by DB2.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2005160**, How to BIND the CRDB2 ODBC Driver to a DB2 database

ODBC error: [INTERSOLV][ODBC DB2 driver][DB2] SQL0805N Package "PACKAGENAME.OBJECTNAME" was not found. SQLSTATE=51002

- **C2005115,** IBM Client Access ODBC Driver Allows a Successful Login Without a Password

Related technical brief(s) found on our support site at http://support.crystaldecisions.com/docs:

- **scr_db2_error.pdf**, Troubleshooting ODBC Errors with DB2

Pervasive (combination of PC-type and SQL-type database)

Crystal Reports 8 was <u>not</u> designed to work with Pervasive 2000 natively.

Crystal Reports 8 does not install the Btrieve local engine; therefore, you must have the Pervasive Software installed to access your data.   With versions prior to version 8, you can run the BTI setup to install the Btrieve local engine; therefore, it is not necessary to have the software installed.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2008061**, Reporting from Pervasive 2000 Stored Procedures

- **C2005520**, Pervasive SQL 2000 and True Null Fields

Related technical brief(s) found on our support site at http://support.crystaldecisions.com/docs:

- **cr_pervasive_reporting.pdf** , Reporting from Pervasive Databases and Troubleshooting Connectivity

Related file(s) and update(s) found on our support site at http://support.crystaldecisions.com/downloads:

- **Btrcon32.zip**, Utility used to test Native Connection to Btrieve/Pervasive

Lotus

Lotus Notes is a non-relational database. It stores its data in "forms" and displays its data in "views". The only way to extract data from this database is to create a view.

Related knowledge base article(s) found on our support site at <u>http://support.crystaldecisions.com/kbase</u>:

- **C2008058**, Cannot Find Lotus Domino Server under More Data Sources

- **C2006494**, Lotus Notes Text Fields display as String or Memo Fields in Crystal Reports

- **C2006774**, Creating a Lotus Notes Data source

- **C2007511**, Reporting off of Lotus Notes Fields

Related technical brief(s) found on our support site at <u>http://support.crystaldecisions.com/docs</u>:

- **cr85_lotusdomino.pdf**, Lotus Notes Connectivity

Database-Specific Issues (PC-Type)

MICROSOFT Access

Related knowledge base article(s) found on our support site at
http://support.crystaldecisions.com/kbase:

- **C2001839**, Access Open Session logon prompt with No Security

- **C2003961**, Connecting to Access 2000 Natively

- **C2007870**, Connecting to Access Databases Saved with Extensions
  Other than .MDB

- **C2008525**, Linking Fields From Multiple ODBC DSNs Produce
  Linking Errors and Missing Data

- **C2008772**, Microsoft Access stops Responding when you start the
  Crystal Reports Add-in

Related technical brief(s) found on our support site at
http://support.crystaldecisions.com/docs:

- **Scr_access_open_session.pdf**, Access Open session Error

Related file(s) and update(s) found on our support site at
http://support.crystaldecisions.com/downloads:

- **Access2000drivers.zip**, Updated Access 2000 Drivers

Visual FoxPro

FoxPro 2.6 has the ability to connect natively and via ODBC. Visual
FoxPro 3.0 and later can only connect through an ODBC connection.

In a Visual FoxPro database, Visual FoxPro adds a default date of
December 30, 1899 if you do not specify a date value.

If you do not specify a time value, Visual FoxPro adds a default time of
Midnight.

If you receive erroneous data from the Visual FoxPro table, try to PACK
and REINDEX the tables.

Ensure that "Fetch data in background" is unchecked if using a version
prior to Crystal Reports 8.

Related knowledge base article(s) found on our support site at
http://support.crystaldecisions.com/kbase:

- **C2007763**, Unable to Create Reports Using Free Tables with Visual FoxPro ODBC Driver

- **C2008155**, Visual FoxPro DBF File Does Not Appear When Connecting Through ODBC

- **C2008317**, Report Based on a File DSN Displays Wrong Server Name in Set Location Window

Dbase

Using Functions or Expressions on indexed fields can create problems in Crystal Reports 8 or later.

If you receive erroneous data from the dBase table, try to PACK and REINDEX the tables.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2006898**, dBase ODBC Driver 4.0 Generates Invalid Argument Error for Memo Fields

- **C2006832**, String fields from a Crystal Query appear as memo fields in Crystal Reports

- **C2003665**, Accessing dBase ODBC Data Source through OLEDB

Act!

Act! has its own database engine and stores its data in a proprietary format. It does not have an ODBC driver; therefore, Crystal Reports 8 or later can only connect natively to this database.

If you are using Act!2000, you must be using Crystal Reports 8.5.

If you are using Act! 3, Crystal Reports 8 will work only if Act! is version 3.08.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2007915**, Can Crystal Reports Connect to Act!2000

- **C2005699**, Reporting off Act! Produces an "Xbase error–Message Resource dll cannot be found"

Related file(s) and update(s) found on our support site at http://support.crystaldecisions.com/downloads

- **Act4.zip**, Act! 3 / 4 Drivers

- **Act3e.zip**, Act! 3.08 Driver

Microsoft Excel

You can access Excel data through an ODBC connection. You can either use the default Excel ODBC data source name (DSN) (named 'Excel Files') that allows you to browse for your XLS file or you can configure an ODBC DSN for your XLS file exclusively.

Related knowledge base article(s) found on our support site at http://support.crystaldecisions.com/kbase:

- **C2005721**, Using the Excel Add-in Gives an Error

- **C2006315**, Database Error when Previewing a Report Created off Microsoft Excel 8.0

- **C2005739**, Uninstalling Crystal Reports 8 does not uninstall the Excel Add-in

- **C2005697**, Incorrect Field results Reporting from Excel using the ODBC Driver

Related file(s) and update(s) found on our support site at http://support.crystaldecisions.com/downloads:

- **reportingoffexcel.pdf**, Reporting off an Excel Spreadsheet

Finding More Information

To find more information, please search for our online support content at:

http://support.crystaldecisions.com.

Hyperlinks to Database Connectivity Technical Briefs

The following is a list of technical briefs regarding database connectivity issues in the Crystal Reports designer that are available on our support site. Click on the hyperlink file name to go directly to the document.

cr_access2000_reporting.pdf
Access 2000 - Tables, Indexes, and Select/Parameter Queries

cr_aliases.pdf
Aliases, Indexes and Performance-Related Issues

scr_sa_si_p2sfs.pdf
Creating Reports on Drives, Directories, and Files located on Local Computers and Servers

cr85_and_hyperion_essbase.pdf

Crystal Reports 8.5 and Hyperion Essbase

cursors_in_sql_server.pdf
Cursors in Microsoft SQL Server

cr_db_driver_dependencies.pdf
Database Driver Dependency DLLs (for Native/ODBC Drivers)

cr85_lotusdomino.pdf
Extracting Data from Lotus Notes and Domino with Crystal Reports

cr85_featuresmatrix.pdf
Feature Comparison by Version and Edition for Crystal Reports 8.5

scr_general_sql_server_error.pdf
How to resolve the "General SQL Server" Error

scr_file_dsn.pdf
How to use a File Data Source (DSN)

sqlcon32_how_to_use.pdf
How to use SQLCON32 to diagnose ODBC driver issues

scr8_data_explorer.pdf
How to Use the Data Explorer in Crystal Reports 8

act_table_linking.pdf
Linking Act! Database tables in Crystal Reports 8.5

cr_odbc_architecture.pdf
Open Database Connectivity (ODBC) Architecture

cr_pervasive_reporting.pdf
Reporting from Pervasive (Btrieve) Databases & Troubleshooting
Connectivity

reportingoffexcel.pdf
Reporting off Microsoft Excel Spreadsheets

cr_backupexec.pdf
Reporting off of Veritas Backup Exec 7.2

storproc.pdf
Stored Procedure Support in Crystal Reports

scr_pclinking.pdf
Table Linking in Crystal Reports

scr_db2_error.pdf
Troubleshooting ODBC errors with DB2

scr_access_open_session.pdf

Troubleshooting Password Problems with Microsoft Access databases in Crystal Reports

cr_convert_database_driver.pdf
Using 'Convert Database Driver' Feature in Crystal Reports

scr_oracle_stored_procedures.pdf
Using Oracle Stored Procedures in Crystal Reports

cr_xml_data_sources.pdf
Using XML with Crystal Reports

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

▶ www.businessobjects.com