



Crystal Reports 2008 SP1

FixPack 1.8 Known Issues and Limitations



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About these Known Issues and Limitations

This FixPack can only be applied on top of Crystal Reports 2008 SP1 or Crystal Reports 2008 SP1 + previously released FixPack installations. If this FixPack is applied to one machine or product, it must be applied to all machines and products in your deployment. A separate FixPack is available for each BusinessObjects product that has a standalone installation. For a full list of FixPacks, see the BusinessObjects XI 3.1 FixPack Installation and Deployment Guide.

This FixPack is neither intended for BusinessObjects Edge Series 3.0 nor for BusinessObjects Edge Series 3.1 and should not be installed on top of those releases.

Intended for anyone involved in installing, configuring, administering or supporting users of Crystal Reports 2008 SP1 FixPacks, these release notes contain important information about known issues and limitations in this software.

Please read the entire document before installing your Business Objects software. The issues in this document are divided into sections by FixPack number. Issues reported in a FixPack apply to all subsequent FixPacks unless otherwise stated. Within each FixPack section, issues are sorted in ascending order by ADAPT tracking number.

This document is just one in a set of documents bundled with this release.

For information on	See
Software issues that have been fixed with this release	FixPack Fixed Issues document available here: http://service.sap.com/patches (for all products but Crystal Reports). On the Downloads page, click on the Info link to access the file. http://www.sdn.sap.com/irj/sdn/businessobjects-downloads (for Crystal Reports)
Supported hardware and software for use with this release Note: Before deploying this or any other Business Objects software offering, check this document for the latest information on third-party support	Supported Platforms document available here: http://service.sap.com/bosap-support (for all products but Crystal Reports) http://www.sdn.sap.com/irj/sdn/businessobjects-articles (for Crystal Reports)
Product Documentation	To display, print and download documents and manuals in PDF format, see the "Product Guides" section of http://service.sap.com/bosap-support

Known Issues and Limitations for Crystal Reports 2008 SP1 FixPack 1.1

ADAPT01012040

Opening Universe-Based Crystal Reports

Earlier versions of Crystal Reports may be unable to open and refresh Crystal Reports that are based on universes hosted in BusinessObjects Enterprise XI 3.0 or XI 3.1. This problem is caused by enhancements made to the Web Intelligence server.

ADAPT01151048

A server error happens when reports are viewed in .NET InfoView

The first time that users go to view a Crystal report in .NET InfoView, a server error message appears from the URL. This problem happens when BusinessObjects Enterprise is installed on a machine with both FixPack 1.1 and FixPack 2.0.

The following are a few workarounds for the problem:

- Open the link in a fresh browser instance, or refresh the current window.
- Restart the machine.
- If the problem persists, change the ASP.NET of CrystalReportViewers12 to 2.0
- Change the ASP.NET of CrystalReports12 to 2.0.
- Changing the ASP.NET of CrystalReports12 back to 1.1 will also solve the problem.

Known Issues and Limitations for Crystal Reports 2008 SP1 FixPack 1.6

ADAPT01196648

In BusinessObjects3.1, under Unix, CrystalReportsReportApplicationServer(RAS) fails to start after the hostname is changed

In Unix, when the hostname for a server is renamed, RAS cannot be started.

To solve the problem, follow these steps. You will need to know the previous hostname and the hostname it was changed to.

1. Go to `${BOE_INSTALLHOME}/bobje` dir, and run `./stopservers` to stop all the running servers. Replace "BOE_INSTALLHOME" with the name of the directory where BusinessObjects Enterprise is installed.
2. Run the `ps` command to ensure these two processes are not running, and stop them if necessary:
`xvfb`
`xvfbdaemon`
3. Locate the name of the directory that matches the previous hostname under `${BOE_INSTALLHOME}/bobje/enterprise120/solaris_sparc/crpe/mw/registry/core_data`.
4. Change the name of the directory that matches the previous hostname to the hostname it was changed to.
5. Go to `${BOE_INSTALLHOME}/bobje` dir, run `./startservers` to restart the servers.