CE90WIN_EN_SP5

Some of the issues resolved by this Service Pack require the creation of new registry keys/subkeys or the editing of registry key/subkey values. In most cases where these registry keys/subkeys need to be created, the Service Pack install will create the key/subkey and set the default value. Please refer to the readme information for each specific issue for the default and recognized values. For more information on creating and editing your system registry, please refer to the following Knowledge Base article.

http://support.businessobjects.com/library/kbase/articles/c2010398.asp

If this Service Pack does not resolve a specific issue that is being experienced in your deployment, please contact a Crystal Care specialist.
http://support.businessobjects.com/support/answers.asp

Critical Issues

ADAPT00281929

Patch ID: 36295152

Description:

When there are multiple subreport instances, second-pass crosstabs in subreports show wrong data.

The cause of the problem is that data in multiple subreport grids fails to be saved.

New Behavior:

This problem is resolved.

ADAPT00136446   Patch ID: 35098375

Description:

A report created through RAS that specifies a command table for its data source has the database password saved in the report. When viewing the report and refreshing the data, the user is not prompted for database logon credentials and the report is refreshed with new data.

New Behavior:

When a user is creating a report with RAS and then specifying a command table for its data source, the database password is no longer stored in the report file. When viewing the report and refreshing the data, the user is now prompted for database logon credentials.

Non-Critical Issues

.Net viewers

ADAPT00385608   **Patch ID: 37541950**

Description:

A report that is created against an ADO.NET dataset of .tif images does not display large resized images in the Windows Form Viewer.

That is, images that are 600dpi or greater are not displayed if the object in Crystal Reports is resized to be smaller than the original size. Objects that are set to use "Can Grow" in Crystal Reports will display properly.

New Behavior:

This problem is resolved.

Compile

ADAPT00430353   **Patch ID: 37416931**

Description:

A column is missing from a cross-tab report after the report is exported to Microsoft Excel (data-only).

The cause of the problem is that the crosstab exporting code in the export supervisor skips a column for certain suppression criteria.

New Behavior:

This problem is resolved.

Document Preview

ADAPT00339448   **Patch ID: 36855266**

Description:

Text within objects that is set to use fully justified alignment appears garbled when viewed in the ActiveX viewer.

This behavior only occurs in Windows XP, after Service Pack 2 has been installed.

New Behavior:

This problem is resolved.

Known Limitations:

For best results in a Crystal Enterprise environment, do not run the Page Server service and the Report Application Server service under the Local System account. Configure those services with a user account that has access to the printers that are used in the reports being displayed.

HTML 3.2

HTML 3.2

ADAPT00427390
Patch ID: 37584810

Description:

When users export a report to HTML format onto a drive that does not have sufficient disk space, an access violation occurs, and an appropriate error message fails to appear.

The cause of the problem is that the Report Renderer module has a memory leak that can cause an Access Violation.

New Behavior:

This problem has been corrected, and improvements have been made to the error handling code in the HTML Exporter module.

Java Applet Viewer

ADAPT00429975
Patch ID: 37369497

Description:

The digital signature certificate for the Java Plug-in Viewer expires May 17th, 2005.

New Behavior:

The Java Plug-in viewer has been signed with a new certificate to expire May 19, 2006.

Job Processing

ADAPT00333462
Patch ID: 36653454

Description:

In Crystal Enterprise 10, a scheduled report remains in a pending state if a user, whose account has been disabled, schedules the report to a dedicated server group.

In Crystal Enterprise 9, the same behavior occurs when the user account has been deleted.

New Behavior:

In Crystal Enterprise 10 if the account has been disabled for the user who scheduled the report, the job is able to run.

In Crystal Enterprise 9, if the account has been deleted for the user who scheduled the report, the job fails, and the following error message appears:
"Object failed to run due to insufficient security privileges."

Microsoft Excel

ADAPT00414064
Patch ID: 37189988

Description:

When users export reports or schedule them to Microsoft Excel 97 or 2000, users do not have the option to show grid lines within Excel. The default behavior is to hide grid lines within Excel.

New Behavior:

A new registry key called ShowGridLines enables users to change the default behavior to show grid lines.

Known Limitations:

The default behavior remains in effect until users manually set ShowGridLines to true.

Microsoft Excel

ADAPT00420916

Patch ID: 37497259

Description:

When the Wrap Text property is enabled and the row height for a cell is adjusted to show the entire cell, formula fields in a report may wrap when exported to Microsoft Excel 97-2000 format.

The Wrap Text property of cells in the exported spreadsheet is controlled by the Can Grow field option in Crystal Reports. When the Can Grow option is enabled, text in the exported report is wrapped.

New Behavior:

This problem is resolved.

Known Limitations:

After this HotFix is applied, the default setting for the Can Grow field option is set to disabled.

Platform .NET SDK

ADAPT00369938

Patch ID: 37860824

Description:

Error messages that say "out of memory" appear in ASP .NET.

The cause of the problem is a memory leak in the COM+ and Query Report Engine. Adding to the problem is that, when subreports are opened, the system performs an unnecessary license check.

New Behavior:

Both issues that contribute to the memory leak have been resolved.

ADAPT00507821

Patch ID: 37917961

Description:

The Automated Process Scheduler may generate access violations that cause an error message to appear.

The cause of the problem is that a subtle race condition occurs in the hoard. Under certain conditions, a block of memory fails to be de-allocated before the final unlock operation on this block has been executed.

New Behavior:

To solve this problem, the memory block has been set aside for use by another process, which also improves performance.

Query Builder

ADAPT00363507

Patch ID: 36990126

Description:

Table Alias names fail to be automatically renamed for database drivers that don't permit tables and aliases to share names.

New Behavior:

The querybuilder.dll appends "1" to table alias names, to accommodate drivers that don't allow tables and aliases to use the same names.

Known Limitations:

In Crystal Reports 9, to fix the problem users need only the cr90dbexwin_xx.zip Hot Fix ("xx" represents the two-letter language abbreviation).

In Crystal Reports 10, to fix the problem users need both the component crdb_odbc.dll from the dbex10win_xx.zip Hot Fix and querybuilder.dll from the common10win_xx.zip Hot Fix with the same release date or later.

ADAPT00433152

Patch ID: 37501822

Description:

Using Alias function in Oracle SQL Expression wraps the expression in brackets, which may cause a syntax error.

Almost all SQL statements are wrapped in brackets before they are transferred to the database. Sometimes the wrapping of the SQL statement over several lines can cause a syntax error to occur due to unmatched brackets.

New Behavior:

To fix this problem, no brackets are added to SQL statements when the Alias function is used.

Query Engine

ADAPT00413706

Patch ID: 37349667

Description:

When users verify an ODBC database connection to an Oracle stored procedure, in a report that also has parameters to be passed to a subreport that is based on the same connection, Crystal Reports terminates.

The cause of the problem is that parameters fail to be passed from the main report to the subreport.

New Behavior:

This problem is resolved.

Known Limitations:

The option "Verify Stored Procedures On First Refresh" must be cleared.

Reliability

Reliability

ADAPT00407226   Patch ID: 37167640

Description:

Some ports for the Report Application Server versions XI, 10 and 9 fail to respond due to a memory leak.

The ports fail to respond because the program fails to free the memory from TCP port 1566 for versions XI and 10 and port 1560 for version 9, after users connect to that port and send data. In that case, the crystalras.exe process consumes all memory that belongs to the server.

By design, memory is freed from TCP port 1566 and 1560 only when it receives a message.

New Behavior:

This problem has been resolved by freeing the memory even when no message is received after a connection attempt.

Set Location

ADAPT00421257   Patch ID: 37308420

Description:

Crystal Reports 10 terminates when users override the qualified table name for a stored procedure.

The cause of the problem is that, the Oracle driver constructs the fully qualified name as follows:

"owner" + "." + "stored procedure name.".

However, if the owner field is empty, the fully qualified name becomes as follows:
"." + 'stored procedure name'.

That syntax causes an error, which is handled incorrectly, and then causes Crystal Reports to terminate.

New Behavior:

The problem is resolved. When the "owner" field is empty, the fully qualified name is used as name for the stored procedure.

ADAPT00009657   Patch ID: 37006668

Description:

Crystal Reports or Crystal Enterprise does not offer users a way to export PDFs in an editable format. Users are then unable to use the TouchUp Text Tool that is available in Adobe Acrobat to edit PDF documents.

New Behavior:

This problem is resolved.

The font subset naming scheme has been fixed to conform to Adobe's recommendations.

ADAPT00096349   Patch ID: 37006772

Description:

When reports are exported to Adobe PDF and the page size is greater than 22.75", fields that have been positioned to the right of 22.75" will overlap.

New Behavior:

This problem is resolved.

The PDF exporter used the twip as the unit of measurement for page size, which resulted in a maximum page size of only 22.75" inches by 22.75", rather than the maximum page size limit that Acrobat Reader accepts: 455" x 455". The layout unit in the PDF exporter has been altered from twips to points, to enable a maximum page size of 455" x455".

All viewers

ADAPT00376015   Patch ID: 36959269

Description:

An error message displays a physical path to the report file as part of the message when users edit the id in a viewrpt.cwr URL to add invalid non-numeric characters.

Here's an example of a change that can trigger the error:
http://server/crystal/enterprise/ePortfolio/en/viewrpt.cwr?id=16ABC

The error message that would appear reads as follows:
"File C:\Program Files\Crystal Decisions\Web Content\enterprise\ePortfolio\en\IDontExist.rpt not found. [On Cache/Page Server: PS02.pageserver]"

New Behavior:

This problem is resolved.

ADAPT00376024   Patch ID: 36958127

Description:

An error message may display sensitive information as part of the message when non-numeric characters are appended to a report number.
Here is an example of a modified URL that would produce such an error message:
http://server/crystal/enterprise/ePortfolio/en/reportviewer.csp?reportNumber=164ABC

New Behavior:

This problem is resolved.

COM SDK

ADAPT00360855   Patch ID: 36765969

Description:

When viewing unmanaged reports through the RAS SDK, the Agent ID for report sessions may not be unique for all requests. This may result in an issue where user A may see user B's report if user A's session has timed out, but they continue to make requests for their report. This can compromise security.

New Behavior:

The Agent ID for report sessions is changed to be based on a unique GUID and an incrementing counter. This forces all report sessions to be unique and prevents any conflict of sessions.

CRW designer

ADAPT00345100   Patch ID: 36757565

Description:

Stored procedures in Oracle, in both the main report and subreport, cause Crystal Reports to exit memory when it performs a "Verify database" operation on the main report.

The cause of the problem is that parameters fail to be passed to non-linked subreports.

New Behavior:

This problem is resolved.

Data Source

ADAPT00373023   Patch ID: 36979865

Description:

Multiple parameters from multiple commands cannot be created with the Lawson OLE DB driver.

New Behavior:

This problem is fixed.

Known Limitations:

To enable this HotFix, Lawson will also have to make changes to its OLE DB driver to generate parameter names with the command name as the prefix.

Document Preview

ADAPT00307994   Patch ID: 36452046

Description:

When a URL is called for an RPT file and a script is inserted into that URL, client-side source information may be exposed.

New Behavior:

This problem is resolved.

ADAPT00338514 Patch ID: 36690063

Description:

With the (COM) DHTML viewer, when users select a letter for a parameter, the report is returned but the group tree only displays certain letters, or the "Unterminated string constant" web page error appears, and then the group tree fails to load.

New Behavior:

This problem is resolved.

ADAPT00348525 Patch ID: 36812353

Description:

Alert message boxes or current cookie information may be displayed accidentally when certain parameters are added to the end of a report URL being viewed in Crystal Enterprise. The cause of the problem is that script commands can be added to a report URL, and then executed.

Two examples of such parameters are:
1. &init=actx<script>alert('XXS hole present');</script>
2. &promptex=<script>alert(document.cookie);</script>

New Behavior:

An error message is displayed when users execute any script as part of the report URL.

ADAPT00358602 Patch ID: 36831778

Description:

In some cases when the option "No Printer" is selected on the Printer Setup dialog box and a Crystal report is exported to MS Word, the page size on the exported file is set to "Custom size."

New Behavior:

This problem is resolved.

General

ADAPT00307997 Patch ID: 36915835

Description:

Incorrect data type and size information is produced when users create a report in Crystal Reports that uses DB/C FS as a datasource, and then choose "Browse Data" to query available fields.

New Behavior:

This problem is resolved.

General CMC Issues

ADAPT00338536

Patch ID: 36680946

Description:

The value of a parameter for a report cannot be set to an empty string (""). Instead, for an empty parameter, the parameter value always showed EMPTY. The implication was that the report could not be scheduled.

New Behavior:

Now, if no parameter value is selected, two double quotes ("") show up as the parameter's value, and the report can be scheduled. The report will show no records, as intended, since no parameter value was entered.

ADAPT00353245

Patch ID: 36777875

Description:

If a user updates the format options for an object in the Crystal Management Console, and then refreshes the Properties tab, the format tab will display "Crystal Reports" as the selected format, even if a different format was previously selected. This problem also appears in ePortfolio, when users schedule a report: the format tab does not show the format that was specified in the Crystal Management Console. Instead, it defaults to the format named "Crystal Reports."

New Behavior:

In the Crystal Management Console, the Format tab displays the format that was currently saved on that object in the APS. In ePortfolio, when scheduling a report, the Format list displays the format that was currently saved against the parent object in the APS.

Microsoft Excel

ADAPT00338484

Patch ID: 36959067

Description:

When a numeric field is formatted with the "reversed sign" and exported to Excel, the sign for the value in the exported copy may reverse back to its original sign.

The problem occurs because the wrong Number format is exported to Excel when different combinations of "reverse sign" and "sign positioning" are used. The format string in Excel has separate portions for positive and negative numbers. When the reverse sign is used, portions in the format string are swapped, to maintain the correct display. However, initially only the sign of the strings is swapped.

New Behavior:

To correct the problem, both the sign and the display portion of the string are swapped.

ADAPT00373153

Patch ID: 36983658

Description:

Records may be automatically duplicated when the Excel Exporting Compatibility Patch is used to export a report from either of the DHTML, Java, or ActiveX Viewers to Excel format.

New Behavior:

This problem is resolved.

Object management

ADAPT00190903   Patch ID: 37167226

Description:

When objects are deleted from the Crystal Management Console (CMC), the deleted objects still appear in the repository folders.

New Behavior:

The Crystal Input File Repository Server and Crystal Output File Repository Server deletes objects to accurately indicate when objects have been deleted from the folder structure.

To enable this behavior, users must disable the Job Server and add the command [-prune] to the command line of the Repository Server (Input or Output) that is set to delete the empty folders, and then restart the server. The server shuts down automatically when the empty folders are deleted. You can add [-trace] to obtain a log file for the number of folders visited and the number of objects deleted. Remove [-prune –trace] once the files are deleted.

Known Limitations:

If a user deletes all report instances from the CMC, the system deletes the following folder: "Install Directory\FileStore\Output." If a user deletes all objects from the CMC, the system deletes the following folder: "Install Directory\FileStore\Input." If either of those folders is deleted, the file repository servers are inoperable because the root folder ("Input" or "Output") is absent. To start the servers, users must recreate Input/Output folders.

Object model

ADAPT00266463   Patch ID: 36680795

Description:

Sorting is ignored when it is applied through a recordset. The records in the report are shown in the original order, rather than being sorted.

New Behavior:

This problem is resolved.

ADAPT00341749   Patch ID: 36674102

Description:

When connecting to a CDO recordset at run-time, Crystal Reports generates an error because the QueryEngine incorrectly interprets field names that end with a bracket pair containing a number. For example, (1), (2), (3), and so on.

New Behavior:

This problem is resolved.

ADAPT00345803   Patch ID: 37021362

Description:

Any application that has been created in Visual Basic 6, uses the Report Designer Component, and then connects to the disconnected recordsets, will create a memory leak. Eventually, the system crashes.

New Behavior:

This problem is resolved.

The problem stemmed from a Rowset that holds on to another Rowset when data is fetched.

Path Mapping

Path Mapping

ADAPT00381314   Patch ID: 37032452

Description:

A non-existent page, such as "http://server/crystal/enterprise/ePortfolio/en/nonexistent.csp" causes an error to appear ("404: page not found") that shows the full path to the server.

New Behavior:

The error message displays the "404" error message without revealing the full path to the server.

Platform SDK plugins

ADAPT00396779   Patch ID: 37170423

Description:

When reports are viewed in Microsoft Internet Explorer 4 or earlier from a Java application server, they may not render with all formatting.

The cause of the problem is a JSP function that compares styles when the report is processed. The HTML produced for the web page contains an excessive number of style tag (re)declarations. The function returns false, even though the styles being compared are often the same. As a result, a style that is already active is re-declared, which causes the style to be improperly rendered.

New Behavior:

This problem is resolved.

Known Limitations:

Microsoft Internet Explorer 4 or later sets a limit of 30 to the number of style tags that can be present on a webpage. This HotFix does not change that limitation. So, pages with extensive formatting may still not render correctly. The style tag limitation is documented at the following site: http://support.microsoft.com/default.aspx?scid=kb;en-us;262161

Query Builder

ADAPT00384981   Patch ID: 37053448

Description:

The DataDirect Kronos ODBC SQL Server driver fails to properly handle store procedures in Crystal Reports.

New Behavior:

This problem is resolved.

Reliability

Reliability

ADAPT00364211   Patch ID: 36886619

Description:

The Report Application Server (RAS) service freezes periodically and issues a Windows Sockets API error in an unmanaged environment.

New Behavior:

This problem is resolved.

The cause of the problem was that connections were initiated but failed to send data.

The thread that listens for and dispatches connections will timeout after 30 seconds when a connection initiates and does not send data. The previous timeout was infinity.

Report processing

ADAPT00366277   Patch ID: 36866257

Description:

In a clustered Crystal Enterprise environment, sometimes extra recurring jobs are introduced. This problem occurs when Crystal Management Servers (CMS) are added or removed while one job server is in operation.

New Behavior:

The order of operations has been changed so that all of the scheduler threads are completely shut down before they terminate and, therefore, asserts are no longer created.

To further explain the source of the problem: when a Crystal Management Server is shut down in a clustered environment, the scheduler subsystem is susceptible to race conditions, potentially leading to malformed instance objects and extra recurring instances. The reason for those consequences is that CMS's divide jobs evenly between themselves, and it is possible that the ID of one Object becomes processed again by the second CMS. So, the next time a CMS looks at the issue an assert is created to say that the object appears to be incorrect.

ADAPT00373166   Patch ID: 36904163

Description:

Unnecessary database login prompts may occur when users view a report with saved data that contains a subreport. This problem occurs when the subreport uses the "can grow" feature. In a Crystal Enterprise environment, the prompting may occur when viewing successful instances.

New Behavior:

This problem is resolved.

SDK

ADAPT00140884   Patch ID: 36689657

Description:

When a report is connect to an ADO recordset at run-time with the RDC, the filter property of the ADO recordset is ignored and all records are displayed within the report that is being viewed.

New Behavior:

This problem is resolved.

ADAPT00364621   Patch ID: 37129394

Description:

When users view reports on demand or schedule reports that are based on a Sybase- stored procedure, using an ODBC custom database logon in the CMC, the stored procedure runs more than once.

New Behavior:

To fix this problem, users must install this Hot Fix patch, and then do the following:

1) Ensure the registry key "VerifyStoredProceduresOnSetLocation" is set to "No."
For CE9, the registry key is in the following directory: HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\DatabaseOptions\

For CE10, the registry key is in the following directory: HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Crystal Reports\DatabaseOptions\

2) Add the command "procreportoptions __noverifydatabase" in the command line of the Pageserver and Jobserver.

Note: the command "procreportoptions __noverifydatabase" has two underscores.

Known Limitations:

This fix is for the ODBC driver only.
This fix won't work for the RAS server or the Native driver.

ADAPT00368809   Patch ID: 36968477

Description:

Scheduled or recurring instances that are created when instances fail will not be processed when file events are used. This is because retry values have been set.

New Behavior:

This problem is resolved.

The problem was due to file event dependencies that are enforced for the recurring or scheduled instance that was created due to retry values. Changes were made so the scheduled or recurring instances that are created due to a retry will not require the file event as a dependency.

Support 8.5 DLL

ADAPT00372144   Patch ID: 36976428

Description:

When users export reports to Excel from the RDC, the application terminates. This problem occurs after users install the Excel Compatibility Patch.

New Behavior:

This problem is resolved.

Text

ADAPT00341229

Patch ID: 36570768

Description:

Reports that contain text objects that span more than one line, and that have the option "Can Grow" set, cannot be exported in their entirety to Text format. The text objects are truncated after one line.

The cause of the problem is an error in the formula that calculates the space that is required for exported text objects.

New Behavior:

This problem is resolved.

ADAPT00360565

Patch ID: 36904460

Description:

In Crystal Reports, when users export a report and its subreport to text format many times in succession, the subreport may be absent from the exported file.

In Crystal Enterprise, when several reports and their subreports are scheduled to run simultaneously in text format, all instances succeed. However, subreports will be missing from some of the text file instances.

New Behavior:

This problem is resolved.

ADAPT00369935

Patch ID: 36854581

Description:

When a report is exported to text format, trailing spaces are not included in the exported copy.

New Behavior:

The problem is resolved.

ADAPT00383932   **Patch ID: 36969175**

Description:

When reports are exported to text, blank lines may be added to the reports.

This problem occurs after earlier Hot Fix patches are applied, which change the way that lines and line height are handled: lines and line height are a function of the Characters Per Inch setting, a requirement to ensure that all data is in the final exported report. In Crystal Reports, this problem can be resolved by adjusting the Characters Per Inch value before exporting the report; however, it is not possible to set the Characters Per Inch value for a report that is scheduled to a text format in Crystal Enterprise 9. Instead, a default Characters Per Inch value is used, which may not be appropriate for all environments, and can cause the extra blank lines to be added to reports.

New Behavior:

In Crystal Enterprise 9, users can set the Character Per Inch from the following registry key (which was available prior to this HotFix, but failed to work): HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\TextExport\CharPerInch. A second registry key (HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\TextExport\ForceRegistryCPI) can be enabled, to instruct Crystal Enterprise to use the value in the CharPerInch registry key as the default Character Per Inch setting.

Known Limitations:

The Crystal Enterprise Job Server must be run as a user account, because the registry keys are in the HKEY_Current_User hive. Because values in the HKEY_Current_User hive are profile-specific, the account that runs the Job Server must be logged in when it changes the value of these registry keys. If the account that runs the Job Server is not the account that was used to install the Weekly Hot Fix, the ForceRegistryCPI key must be created manually. If a user is logged on to CE with an account other than the one that runs the Job Server, the value of the key will not change the CharPerInch values for successful instances.

The value of the CharPerInch registry key can be changed in Crystal Reports. When users export a report to text in Crystal Reports, users are prompted for a Characters Per Inch value. The value that users enter into the dialog box is read from the CharPerInch registry key. When users change the value in the dialog box, and then click OK, the registry key is updated with the new value.
  IMPORTANT: If users export text reports from Crystal Reports while logged in as the account on which the Crystal Enterprise Job Server is running (and on the same machine), changing the CPI value will change how Crystal Enterprise formats all reports scheduled to text.

ADAPT00231587   Patch ID: 36026176

Description:

APS sessions fail to be released, long after the designated 20 minute timeout period. (The time out period is set from the properties in the CMC, under Manage Server of the APS.)

This problem occurs when users close their web browsers without clicking the logoff button.

New Behavior:

This issue is resolved.

ADAPT00272974   Patch ID: 36575601

Description:

The library files "Saxmlserialize.dll" and "datadefmodel.dll" fail to be installed the first time that the Crystal Enterprise Publishing Wizard is used. Those files are required to support Crystal queries.

New Behavior:

The library files "Saxmlserialize.dll" and "datadefmodel.dll" are automatically installed by this Hotfix.

_All SDKs

ADAPT00217413   Patch ID: 36239354

Description:

When a report is exported to Microsoft Excel through the RAS Interactive Viewer with a page range set to "1 to 1," columns in the resulting export are shifted to the right.

New Behavior:

This problem is resolved.

ADAPT00284252   Patch ID: 36268659

Description:

When a report is exported to Excel through the RAS SDK, the decimal numbers may round up to the next whole number.

New Behavior:

This problem is resolved.

ADAPT00284325   Patch ID: 36182406

Description:

When a report is based off a table that has Int and/or BigInt fields that contain null values, zero is displayed for the null values when the report is passed into the Report Application Server Java SDK setDataSource() method.

The problem is that the result set fails to check the null values before it converts the values to number in the data set.

New Behavior:

This problem is resolved.

Known Limitations:

This fix updates a jar file that is related to Crystal Enterprise and located under "Program Files\Common Files\Crystal Decisions\2.0\jars." You must copy the "rasapp.jar" into the specific Web Server locations, such as: "Program Files\Apache Group\Tomcat 4.1\webapps\ROOT\WEB-INF\lib."

ActiveX Viewer

ADAPT00216181   Patch ID: 36031920

Description:

The ActiveX viewer fails to work properly when the client runs under Windows 98. When users print reports, some fields become truncated or go missing entirely.
The problem is caused when the Active X viewer renders with Uniscribe, rather than Windows GDI.

New Behavior:

To solve the problem, the ActiveX viewer renders with the Windows GDI, rather than Uniscribe.

ADAPT00216678

Patch ID: 36059833

Description:

The ActiveX Viewer is slower after the previous HotFix has been applied.

This problem affects Windows 98 and Windows NT4 more seriously than other operating systems.

The cause of the problem is that the previous HotFix contains an enhancement to the ActiveX Viewer that lets the viewer render more precisely; therefore, the viewer takes more time to draw.

New Behavior:

Users can set a registry key to disable precise rendering and thus shorten the rendering time for the ActiveX Viewer.

For Crystal Enterprise 9:
To disable precise rendering on the client side, do the following:
1. Go to HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Components\ActiveXViewer\SimpleTextRendering.
2. Set "dword" to 1.

To enable precise rendering, set "dword" to 0.

For Crystal Enterprise 8.5:
To disable precise rendering on the client side, do the following:
1. Go to HKEY_LOCAL_MACHINE\Software\Crystal Decisions\8.5\Components\ActiveXViewer\SimpleTextRendering.
2. Set "dword" to 1.

To enable precise rendering, set "dword" to 0.

Known Limitations:

The registry keys affect only Windows 98 and Windows NT4 clients. The viewer will always render with the precise mode on Windows 2000 and XP.

ADAPT00286339

Patch ID: 36181028

Description:

In the ActiveX Viewer, extra spaces may appear between words, along with characters such as umlauts and periods. This problem occurs when a printer driver is installed on a Windows NT or Windows XP operating system.

New Behavior:

This problem is resolved.

Known Limitations:

The registry key, "HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Components\ActiveXViewer\SimpleTextRendering" must be set to 1 (From ADAPT00216678).

ActiveX Viewer

ADAPT00289831   Patch ID: 36317169

<u>Description:</u>

When the ActiveX Viewer is used to view a report that contains a barcode font, the barcode values in formula fields are truncated.

The cause of the problem is that the ActiveX viewer renders the values incorrectly.

<u>New Behavior:</u>

This problem is resolved.

Adobe Acrobat (PDF)

ADAPT00224343   Patch ID: 35931712

<u>Description:</u>

When a numeric field is placed beside a multi-line text field in a report, and the report is then exported to PDF, the field in the PDF is misaligned by a few pixels.

The problem is caused by a difference between the baseline location for the numeric fields and multiple-line text fields. The baseline location for numeric fields is too high.

<u>New Behavior:</u>

The value for the baseline has been recalculated to improve alignment.

<u>Known Limitations:</u>

This patch is an improvement only; the problem may still occur when exporting some reports. The problem is being investigated for future products.

ADAPT00276247   Patch ID: 36225960

<u>Description:</u>

When hard returns are added to the Row and Column Total Headers in a Cross-Tab, only the first line appears when the report is exported to PDF format. All lines that follow the first line are truncated.

<u>New Behavior:</u>

This problem is resolved.

All Viewers

ADAPT00215143   Patch ID: 35857639

<u>Description:</u>

While browsing or previewing reports, the (Java SDK) getHtmlContent method returns empty pages.

<u>New Behavior:</u>

This problem is resolved.

<u>Known Limitations:</u>

To enable this solution, the isBestFitPage property must be set to True and the width and height settings for the viewer must be smaller than the width and height of the report.

ADAPT00282264   Patch ID: 36179561

Description:

When the viewer property, IsSeparatePages, is set to False and the report is based on a secure database that requires logon information, the report cannot be viewed through the DHTML viewer.

The problem is caused by an error in report pages iteration in RAS.

New Behavior:

This problem is resolved.

ADAPT00282842   Patch ID: 36298959

Description:

The top-level group tree navigates to the wrong page in a report when a user clicks a link.

The cause of the problem is that the archive flag fails to be set correctly.

New Behavior:

This problem is resolved.

ADAPT00343164   Patch ID: 36579714

Description:

A security vulnerability has been identified in the GDI+ JPEG processing component by staff at Microsoft. This vulnerability could potentially permit remote code execution to take place on an affected system. This problem affects Crystal Reports Developer and Advanced editions, Crystal Enterprise, Live Office, and Crystal Reports .Net merge modules.

New Behavior:

This patch updates the GDI+ JPEG processing component with a secure version that is provided by Microsoft Corporation.

Baan Drivers

ADAPT00311348   Patch ID: 36356574

Description:

The performance of the Crystal Enterprise Solution Kit for Baan has decreased considerably from version 8.5.

The performance slowdown is caused by a bottleneck that is created when queries to the Baan system are run only in asynchronous mode.

New Behavior:

To resolve this issue, queries to the Baan system are executed both synchronously and asynchronously.

Charting

ADAPT00073339   Patch ID: 36452015

Description:

A numeric axis chart changes to a line chart, if the dual axis option is selected.

New Behavior:

The numeric axis chart stays active when the dual axis option is selected.

Charting

ADAPT00116298

Patch ID: 36229129

Description:

Reports that contain funnel and pie charts, with the values shown on the chart as percentages, display the values in an incorrect format in the chart's legend. For example, a currency value is listed in the legend as 12,345.00% when it should be $123.45.

New Behavior:

This problem is resolved.

Known Limitations:

This fix does not also provide a way for users to change the generic number format in the legend to another format.

In Crystal Reports 10, the Pie Chart Total Label may become incorrectly formatted as a malformed percentage. To work around this, first select the desired Category for the label under the Numbers tab in the General Chart Options, then check the Show Values as Percentage checkbox under the Data Labels tab and click OK.

COM SDK

ADAPT00255258

Patch ID: 36027011

Description:

When the Report Application Server (RAS) is overloaded, the RAS server slows down such that it causes a timeout in the browser or a long delay in displaying a report.

The cause of the problem is that each request to the RAS server shares the server's CPU. In addition, a high amount of context switching occurs, which demands further CPU time.

New Behavior:

Users can apply querysrv.exe to control the number of concurrent jobs that are processed. Use the following command line switch: (-maxrequestpool). This switch can help distribute CPU time evenly to the number of jobs set through the command line.

In addition, a registry key has been added to disable a lock in the crheapalloc.dll memory allocation library. This key reduces context switching, so that RAS can process jobs quicker under a high load.

CRW designer

ADAPT00229562

Patch ID: 35932626

Description:

The error "Failed to open rowset" appears when running a Sybase 12.5 report that uses the native driver (crdb_p2ssyb10.dll). This error occurs when a simple boolean formula is used in the record selection:
{Database Table.Database Field} = {Database Table.Database Field} AND {Database table.Database Field} = 1
The statement before the "AND" condition generates an incorrect SQL query. The SQL that is generated includes an extra "AND" statement in the WHERE clause.

New Behavior:

This problem is resolved.

CRW designer

ADAPT00250579

Patch ID: 35946675

Description:

The report designer hangs while opening and refreshing a report that is based on a native Btrieve connection that contains linked string fields. However, if the report is converted to use ODBC instead of a native connection, then the report designer refreshes without error.

The property for the native connection causes the problem. If the linked string field has been given a defined size, the string is not copied into the native property.

New Behavior:

This problem is resolved.

ADAPT00272955

Patch ID: 36224866

Description:

When users open a report that has been created in Crystal Reports 8.5 and that has manually-added specified groups in Crystal Reports 9 or higher, the application terminates unexpectedly.

The group-value converting code in Crystal Reports 9 does not accommodate the method that is used in Crystal Reports 8.5.

New Behavior:

This problem is resolved.

ADAPT00274570

Patch ID: 36211888

Description:

When the Details and Group Footer sections of a report are suppressed, and then the report is exported CSV, the exported file loses its page breaks. The result is that the records are placed on one line, rather than on separate lines.

New Behavior:

The problem is resolved.

CSP Eportfolio

ADAPT00228327

Patch ID: 36027570

Description:

An error message is thrown when a report is scheduled in ePortfolio and the filters for that report have been modified. The error message reads: "There was an error retrieving data from the server: Property SI_PROCESSINFO.SI_GROUP_FORMULA must be retrieved at Query time for this method to work properly." This error does not appear in the Crystal Management Console.

The problem is in the dll that handles importing.

New Behavior:

The importing dll has been fixed to correct this behavior.

Data Explorer

Data Explorer

ADAPT00217754

Patch ID: 36112659

Description:

When a report that is based on a command is published to Crystal Enterprise and previewed, an error message is returned, if the database logon information is changed. The error message is: "The table could not be found."

New Behavior:

Crystal Enterprise allows users to preview the report when database logon information has changed.

Known Limitations:

This fix works only between the same database drivers. For example, the database driver cannot be changed from ODBC to native Oracle, because the Command syntax will be different.

ADAPT00273664

Patch ID: 36167261

Description:

The Pervasive Btrieve data type, LongVarChar, is not supported in Crystal Reports 9.0. This type is stored as 4 bytes length + 4 bytes offset. The driver copies eight bytes to the buffer, which that cannot be displayed.

New Behavior:

The driver has been modified to be able to decode 4 bytes length + 4 bytes offset properly.

Known Limitations:

A maximum of 32767 characters is displayed in Crystal Reports from a Pervasive Btrieve LongVarChar data type.

Data Source

ADAPT00145389

Patch ID: 36213531

Description:

When reporting against file system data, some fields, such as Author and Summary information, may not display properly.

The cause of the problem is that the system confuses Unicode source data with source data that is in MBCS.

New Behavior:

This problem is resolved.

ADAPT00175452   Patch ID: 36375929

Description:

In reports, dates that are based on a DB2 table through ODBC, and have a date field with a value of 01/01/0001 (default value for NULL in DB2), are returned as 1/1/2001 in Crystal Reports 9.0 or higher. In Crystal Reports 8.5, the same report works successfully and its date is returned as 1/1/1.

The cause of the problem is that the date structure in CR 9.0 or higher has a lower bound of January 01, 100 AD. So, 01/01/0001 cannot be recognized as a valid value.

New Behavior:

The year is temporarily increased by the number of years (100 or multiples of 100), and then it is decreased by the same number of years when the date is converted to DateTime. This method corrects the dates.

Known Limitations:

Users must install the latest version of crw32.exe and crqe.dll, and then create a registry key to HKEY_CURRENT_USER or HKEY_LOCAL_MACHINE as follows: Software\Crystal Decisions\9.0 or 10.0\Crystal Reports\Database\NumberOfYearToShift=100 or multiples of 100 as a String value. The patch does not create the registry key.

ADAPT00177794   Patch ID: 36276075

Description:

When users create a report and access an Oracle-stored procedure with the Oracle 9.2.0.2 or higher ODBC driver, the user may be prompted for a cursor parameter.

New Behavior:

This problem is resolved.

ADAPT00218032   Patch ID: 35911865

Description:

Linked, indexed numeric fields in a Foxpro 2.6 database return no data in Crystal Reports 9.

New Behavior:

Data from numeric fields that are linked and indexed in a Foxpro 2.6 data source Data is returned properly in Crystal Reports 9.

ADAPT00249069   Patch ID: 35958459

Description:

When the option "Use Indexes or Server for Speed" is checked, Crystal Reports is unable to correctly return data from Btrieve database tables that are linked by string and time fields.

The cause of the problem is that the string/time field definition does not accommodate the "Use Indexes or Server for Speed."

New Behavior:

This problem is resolved.

Data Source

ADAPT00253682

Patch ID: 36022963

Description:

The Crystal Reports ODBC driver does not recognize the Data Direct drivers when they are branded with different prefixes.

New Behavior:

New registry subkeys enable the ODBC driver to support other branded Data Direct drivers.

Known Limitations:

The partial driver name (the first 4 or 5 characters) must be added as a value to the corresponding string. For example, the value will be "btor" for a custom branded driver named "btor819.dll," which must be added to the "DataDirect Oracle drivers" subkey.

ADAPT00268966

Patch ID: 36093249

Description:

When users report from an IBM DB2 database with Crystal Report's native DB2 connection, if an "or" is used in the record selection formula, the formula fails to be processed on the DB2 server side. This problem can slow down the performance of the report processing time.

The problem is that the "or" operator is not passed to the database.

New Behavior:

This problem is resolved.

ADAPT00296332

Patch ID: 36236582

Description:

The Crystal Reports ODBC driver does not return the correct number of characters in a CLOB memo field. This problem started in the crdb_odbc.dll, from version 9.2.1.598 and onward.

The cause of the problem is that the column size of a CLOB field is determined by its number of bytes, rather than by its number of characters.

New Behavior:

This problem is resolved.

ADAPT00322052

Patch ID: 36433872

Description:

When reporting off a Btrieve database with version 9.1.2.88 or greater of the crdb_p2bbtrv.dll, a memo field that is displayed on the report will display a limit of 254 characters.

New Behavior:

This problem is resolved.

Deployment

Deployment

ADAPT00287717   Patch ID: 36252782

<u>Description:</u>

A security vulnerability has been identified in a Crystal Reports component, which could allow an attacker to compromise a computer and possibly delete files. Computers that have the Crystal Reports component installed are open to attack, even when the component is not being used in any program.

<u>New Behavior:</u>

This problem is resolved.

DHTML Report Page Viewer (Com)

ADAPT00303798   Patch ID: 36385573

<u>Description:</u>

When a Crystal Analysis report is previewed in the Crystal Management Console (CMC) from the DHTML viewer, the viewer will time out after 60 seconds (whether the user performs actions or not).

This issue applies to Crystal Analysis 9 and Crystal Enterprise 9 (only Service Pack 1, Service Pack 2, and any monthly or weekly Hotfixes that were created prior to August 04, 2004).

<u>New Behavior:</u>

This problem is resolved.

DHTML Report Page Viewer (Java)

ADAPT00272428   Patch ID: 36085172

<u>Description:</u>

When the viewer SDK is used to pass the value "VT" through code to a parameter, the viewer throws the following error: "java.util.NoSuchElementException at java.util.StringTokenizer.nextToken(StringTokenizer.java:232)..." This problem occurs when users go to perform a Post-Back to the viewer page (for example, through use of the Export dialog box).

The cause of the problem is that the value "VT" is shared with the views table in viewstate. The StringToHashTable method tries to parse the hash table, but it mistakenly uses the "VT" in the parameter value as the start index.

<u>New Behavior:</u>

This problem is resolved.

ADAPT00286792   Patch ID: 36259965

<u>Description:</u>

The DHTML Viewer (Interactive and Regular) property, HasToggleGroupTreeButton, fails to work independently of the viewer property, IsDisplayGroupTree. Setting IsDisplayGroupTree to False prevents HasToggleGroupTreeButton from performing correctly.

<u>New Behavior:</u>

This problem is resolved. Any combination of settings works independently as expected.

Document Preview

ADAPT00300916   Patch ID: 36259456

Description:

After the latest Weekly Hotfix is applied, Crystal Reports 9.0 terminates unexpectedly upon export to any page-based export formats (for example, Adobe Acrobat, Rich Text Format, Microsoft Excel, and Microsoft Word).

An initialization variable fails to set properly, which results in an error in how general text objects are rendered.

New Behavior:

This problem is resolved.

ADAPT00307501   Patch ID: 36408681

Description:

The SQL "Where" clause fails to be passed to the dictionary data source. This problem occurs if the formula contains a range comparator against a field, rather than discrete value.

New Behavior:

This problem is resolved.

ADAPT00321346   Patch ID: 36594648

Description:

When users export a report to Microsoft Excel Data Only format, field objects (database fields, text objects, column headers, and so on) do not retain their text alignment property (Left, Right, Center, or Justified).

New Behavior:

Exports to Microsoft Excel Data Only format maintain their text alignment property. The "Default" horizontal alignment value for a field object in Crystal Reports will map to the "General" alignment value in Microsoft Excel.

Known Limitations:

The Microsoft Excel Data Only export option, Export Object Formatting, must be selected to export text alignment.

In Crystal Enterprise 10 Unix, please use the configpatch.sh script to turn this option on. The cf file to use is adapt321346.cf.

Document publishing

ADAPT00261709   Patch ID: 36024700

Description:

When a report template is applied to a report, the auto-text check boxes on the Chart Expert text tab are checked, even though the report template was saved with the check boxes cleared.
This problem happens when users apply report templates through the RAS SDK.

New Behavior:

This issue is resolved.

Embedded designer

Embedded designer

ADAPT00297040　　　　Patch ID: 36243740

Description:

When users open a saved report or create a new report in the RDC embeddable designer that accesses a secure Pervasive database over ODBC, an error that says the file is not supported appears when logon information is passed to the database.

New Behavior:

This problem is resolved.

ERP/OEM

ADAPT00287971　　　　Patch ID: 36230876

Description:

After adding or editing an input parameter to a Hierarchical OLEDB query (Chaptered rowset), an error message appears when the parameterized Hierarchical Query is saved. The error reads "Failed to open a rowset."

New Behavior:

Parameters can now be added to a Hierarchical/Chaptered OLEDB query when using Crystal Reports and OLE DB providers, such as Lawson OLEDB Query Builder.

Known Limitations:

After users save the query and return to the Database Expert, they must initialize all parameter default values so that the initial query produces a non-empty rowset. Crystal Reports requires a non-empty parent rowset to build child rowset schema information for the hierarchical query. An empty result set during editing still results in the error "Failed to open rowset."

Formatting

ADAPT00276662　　　　Patch ID: 36113400

Description:

Crystal Reports experiences a general product failure when a report contains a suppressed subreport with a total page count that is cut across page breaks.

The crash occurs because Crystal Reports tries but is unable to update the total page count.

New Behavior:

To solve the problem, Crystal Reports no longer tries to update the total page count on suppressed subreports.

General Desktop Issues

ADAPT00298038　　　　Patch ID: 36252920

Description:

When using pageView, searchString, prevOrNext or sortBy calls in a POST method from an HTML form, scripting code may sometimes be seen on the client browser.

New Behavior:

This problem is resolved.

Java SDK

ADAPT00232687

Patch ID: 35983239

Description:

The Advanced version of Crystal Report Application Server will freeze if paramter lengths that exceed 296 characters are used in the Java SDK.

The cause of the problem is a corruption in memory that occurs when the string is copied to a buffer that is too small.

New Behavior:

The string buffer size is determined by the number of parameters. This problem is resolved.

ADAPT00280698

Patch ID: 36238824

Description:

When a report is exported to text format from the PrintOutputController in a JSP page, a memory leak is created.

The cause of the problem is that a method in the export driver allocates memory to convert text from Unicode to ANSI, but fails to release the memory.

New Behavior:

This problem is resolved.

ADAPT00312399

Patch ID: 36432492

Description:

When users set the GroupAreaFormat through the Java EROM, the setEnableRepeatGroupHeader method is not honored.

New Behavior:

This problem is resolved.

Job Processing

ADAPT00228996

Patch ID: 35904272

Description:

Reports fail when using IBM AS400 OLE DB Provider. An error message appears: "Unable to connect: incorrect logon parameters."

The problem is caused by use of the session ID and session password properties, which are no longer required.

New Behavior:

This problem is resolved.

ADAPT00229186　　　　Patch ID: 35966920

Description:

Report jobs remain in pending mode for a while if no Job Server is available when the report job is scheduled to run.

The cause of the problem is that the scheduler logic allows an indefinite "sleep" time limit unless exactly 60 seconds elapses between availability of a Job Server. The availability of the Job Server is affected by the accuracy of event object wait or sleep handling, which varies depending on the hardware and operating system that is in use.

New Behavior:

Now, when a job is pending and there is no job server available to run the instances, then that job is queued up and run after 60 seconds of a Job Server becoming available. The scheduler logic has been improved to avoid 'sleep forever' conditions occurring.

Known Limitations:

With many more simultaneous jobs being queued than Job Servers, then it may still take a while before a Job Server becomes available. (i.e.: it may be busy processing one of the other jobs.) However, a job will now be processed within 60 seconds of a Job Server becoming available instead of sleeping forever.

ADAPT00287687　　　　Patch ID: 36242028

Description:

Report parameters will fail, if they are scheduled with the Java SDK and contain odd numbers of the following characters: { }.

New Behavior:

The characters have been encoded to fix this problem.

ADAPT00299953　　　　Patch ID: 36328183

Description:

Reports that operate on a recurring schedule fail to run.

This problem occurs because files go missing from the Output File Repository, under these circumstances: if a user imports a report with its instances from one Crystal Enterprise 9 environment to another, and then deletes the first recurring instance on the new environment, the rest of the recurring schedules will fail.

New Behavior:

This problem has been fixed by copying only successful instances to the Output FRS.

Main Menu

ADAPT00252328　　　　Patch ID: 36013180

Description:

The registry key values for HKLM\Software\Crystal Decisions\9.0\Report App\Server\ShowTables and ShowView are reset to "No" once a RAS setting is changed in the Crystal Management Console (Manage Servers -> RAS -> Database tab and Server tab).

New Behavior:

This issue is resolved.

Microsoft Excel

ADAPT00178226   Patch ID: 36043871

Description:

After a report is exported to Microsoft Excel Data Only format, the Wrap Text cell format option is randomly turned on for string fields and text objects.

The cause of the problem is that Microsoft Excel represents carriage return control characters as boxes when the cell is formatted with no Wrap Text. Text objects or database fields that contain carriage returns are exported as such, which causes the Excel to enable the Wrap Text format option.

New Behavior:

The Wrap Text cell format option is explicitly turned off for all cells in the exported Microsoft Excel file. This is compliant with previous versions and future versions of Crystal Reports and Crystal Enterprise.

Known Limitations:

This fix applies only to the Microsoft Excel Data Only format.

ADAPT00268336   Patch ID: 36265726

Description:

When an Excel instance is exported, after a certain number of rows, its cells are not merged correctly.

The cause of the problem is a setting in the Excel Exporter, which controls the number of rows that are merged.

New Behavior:

The limit in the Excel Exporter has been increased. This problem is resolved.

ADAPT00283852   Patch ID: 36315407

Description:

Data in formula fields are not exported to Excel. The Crystal Report Print Engine fails to correctly cache spilled formula fields.

New Behavior:

This problem is resolved.

Microsoft Excel (Data Only)

ADAPT00324522   **Patch ID: 36653953**

Description:

Reports with saved data that contain subreports, with and without shared variables, will prompt for the data source when exported to any record-based export format (for example: Microsoft Excel (Data Only), Text, Separated Values, and so on). Also, when users attempt to export a successful report instance in Crystal Enterprise, an error appears: "Error retrieving data from the server: Not enough memory for operation."

The cause of the problem is that the state of shared variables is cached before they are evaluated; the association between the share variables and the saved data becomes lost.

New Behavior:

This problem is resolved.

Known Limitations:

Reports with subreports in the Page Header and Footer sections that use shared variables may have unpredictable results when they are exported to a record-based format. That practice is generally not recommended and will have limited support.

NT authentication

ADAPT00296945   **Patch ID: 36243651**

Description:

When a user logs on to Crystal Enterprise with Windows NT authentication and is a member of more than 100 groups, the authentication fails.

The cause of the problem is that the buffer that is used to store retrieved token group information is a set size, which cannot be enlarged dynamically when needed.

New Behavior:

The authentication plugin has been changed to dynamically allocate the required space needed by each user.

Object import

ADAPT00298376   **Patch ID: 36428746**

Description:

The Crystal Configuration Manager (CCM) sometimes terminates unexpectedly when the "Update Objects" button is clicked. This problem occurs after migrating from Crystal Enterprise 8.5 to Crystal Enterprise 9.0 or higher.

The problem has been traced to memory leaks in the "Update Objects" operation.

New Behavior:

Memory leaks have been fixed to allow "Update Objects" operate successfully.

Known Limitations:

This problem happens only with reports that have many subreports, which consume memory. Another part of the problem is that Crystal Enterprise licenses fail to be released correctly; this patch fixes that part of the problem.

Object import

ADAPT00325836   **Patch ID: 36542377**

Description:

The Import Wizard does not import SI Info 7.5 Disk Destination to Disk Unmanaged, and MAPI to SMTP, into Crystal Enterprise 9.0 and higher.

New Behavior:

This problem is resolved.

Object management

ADAPT00292965   **Patch ID: 36298147**

Description:

When users publish a report with the Crystal Publishing Wizard, certain selections made are not saved. When the "Review or modify report properties" option is selected and the "Schedule Format" value is changed, and then the "Specify Options" area is used to change the settings for that format, the selected settings are lost. That is, when the properties of the object in the CMC (Crystal Management Console) are viewed, the selected settings appear to have not been set.

New Behavior:

This problem is resolved.

Object model

ADAPT00213459   **Patch ID: 35905466**

Description:

Exporting a report with a subreport to text format on Windows 98 fails to generate a file, or it returns an "Export failed" error.

New Behavior:

This problem is resolved.

ADAPT00214813   **Patch ID: 35907913**

Description:

The cr90devwin_en.zip (10/9/03) patch causes an error in date fields. The Report Designer Component does not properly compare date fields to a hard-coded value of 0/0/0 12:00:00 AM, when connecting through OLEDB or ODBC. The date is shown as {ts '-4714-12-31 00:00:00'}; it should be shown as {ts '1899-12-30 00:00:01'}. This error exists in V10 too.

The cause of the problem is that the Report Designer Component compares DateTime with the same null value.

New Behavior:

This problem is resolved, for versions 9 and 10.

Offline Viewer

Offline Viewer

ADAPT00281953   **Patch ID: 36282499**

Description:

When a newer version of Crystal Reports is installed over an older version, users are unable to export from the Crystal Offline Viewer. Older export dlls are loaded ahead of the Offline Viewer's export and UFL dlls, which are located in the \winnt\system32 directory.

The problem is caused when the Offline View is installed. The installer places the exporting and UFL dlls in the wrong directory.

New Behavior:

The Offline Viewer installer now installs exporting and UFL dlls in the version specific directory:
\program files\common files\Crystal Decisions\..\bin.

Known Limitations:

Before users run the patched Offline Viewer install, they must first UNINSTALL any Offline Viewer versions that are installed on the client machine and any currently unpatched versions of the Offline Viewer.

OLAP reporting

ADAPT00223846   **Patch ID: 35922171**

Description:

OLAP reports that are designed with automatic totals do not show the automatic totals when published and viewed in Crystal Enterprise.

New Behavior:

This problem is resolved.

Parameters

ADAPT00268959   **Patch ID: 36114611**

Description:

When the order of parameters in the Field Explorer Window is changed under the list of Parameter fields, the order will not be saved after the report is saved, closed, and then reopened. Instead, the parameter order is always listed alphabetically.

New Behavior:

This problem is resolved.

Platform .NET SDK

ADAPT00253783   Patch ID: 35953443

Description:

When using the RAS SDK (version 9.0) to set the table location for a subreport in a .Net application, the following error appears: "Invalid Table Number." This error occurs after applying a dtsagent.dll version 9.2.2.483 or later. This is not a problem in version 10.

The cause of the problem in version 9.0 is that the RAS SDK checks the fully qualified table name of the subreport against the unqualified table name of the subreport. This behavior was implemented as a fix to ADAPT 210483.

New Behavior:

This problem is resolved and remains a fix for ADAPT 210483.

For the Report Application Server version 10, this fix is included to prevent this error from occurring under different circumstances.

Known Limitations:

Partially qualified table names in the subreport may not map correctly when set in code. It is suggested to use either fully qualified table names or unqualified table names.

Portal

ADAPT00229571   Patch ID: 36093782

Description:

If Crystal Enterprise WCS and Windows IIS are configured to use Windows NT authentication for single sign-on, and the Crystal Enterprise ActiveX viewer is used to save Crystal Analysis reports to Crystal Enterprise, an error is thrown. As a result, the view is not saved.

The cause of the problem is that the NT authentication logon token expires every 2 minutes. When the Crystal Enterprise session has been inactive longer than this time, saving the CAP view through the ActiveX Viewer causes the error. That is, the request that is sent through the WCS, to save the view a second time, is malformed; the malformed request causes the error. (The request is only made after the token expires.)

New Behavior:

To prevent the request from being malformed, the request sent through the WCS to save the view a second time is no longer recreated. Instead, the request replaces the Windows NT credentials from the first request and sends it again.

Push Down

ADAPT00194769   Patch ID: 36062532

Description:

The Report Designer crashes if a user immediately cancels an asynchronous processing query reporting against an ADO data source.

New Behavior:

The proper call is issued to cancel an asynchronous query when reporting against an ADO data source.

Push Down

ADAPT00231696   **Patch ID: 36343490**

Description:

In Crystal Report 9.0, when users save SQL Expressions that are based on OLEDB data sources, Crystal Reports terminates.

This problem was introduced by an earlier Hotfix for Crystal Reports 9.0.

New Behavior:

This problem is resolved.

ADAPT00253711   **Patch ID: 36044169**

Description:

In Crystal Reports 9, when users select the "Use Indexes or Server for Speed" report option and place an asterisk (*) as a wildcard in the selection formula, no records are returned. This only occurs for reports that are based on Btrieve data sources.

New Behavior:

The driver is fixed to support this feature.

ADAPT00264640   **Patch ID: 36038190**

Description:

Reports that are based on commands and a native connection to Oracle return an incorrect number of records when they use left outer joins.

The problem is caused by an error in the linking logic in the Oracle native driver.

New Behavior:

To solve the problem, the second command is executed for each matched record in the first command/table.

Query Builder

ADAPT00262459   **Patch ID: 36020519**

Description:

When users report off a DB2 data source, Crystal Reports generates incorrect SQL for reports that contain Date type fields in the selection formula. This error reduces performance on the DB2 query.

New Behavior:

This issue is resolved.

Query Engine

Query Engine

ADAPT00330091　　　　Patch ID: 36583321

Description:

Scheduled reports that use a custom database logon may fail to run. When that happens, the following error message appears: "Information is needed before this report can be processed."

The cause of the problem is that custom logon information fails to be applied correctly.

New Behavior:

This problem is resolved, but must be fixed manually. See the Limitations section here for details and further information.

Known Limitations:

Apply the following command line switch on the Page Server and Report Job Server: -procReportOptions __forceApplyParamsAfterDBL

This change takes affect only for reports that are scheduled after this fix has been applied. The change is not applied to reports that were scheduled prior to this update.

RDC Designers

ADAPT00299165　　　　Patch ID: 36358333

Description:

In Crystal Reports, under certain conditions, a duplicate of the record may appear after a page break.

New Behavior:

This problem is resolved.

Relational Database

ADAPT00300453　　　　Patch ID: 36299284

Description:

Reporting from pervasive stored procedures that contain Insert or Delete clauses results in a "Failed to Open a Rowset" error in Crystal Reports 9.0.

The problem is caused by a read-only restriction in the ODBC driver.

New Behavior:

This problem is resolved.

Reliability

ADAPT00232407　　　　Patch ID: 35912185

Description:

The Report Application Server (RAS) hangs when the RAS COM SDK sets the data source of a subreport to a large ADO RecordSet.

New Behavior:

RAS does remains running and pulls up data with optimal speed.

Reliability

ADAPT00286419   Patch ID: 36190411

Description:

The ras90win_xx.zip Hotfix, dated 04/22/04, throws an error that reads "Operation Not Yet Implemented" when ASP pages are run.

The cause of the problem is that an extra table is created in error.

New Behavior:

To resolve this issue, the print engine checks for an existing table first.

Report presentation

ADAPT00287664   Patch ID: 36232539

Description:

In a cross-tab report in Crystal Reports 9.0, data in a heading field will wrap when it shouldn't. Data in the same report in Crystal Reports 8.5 will not wrap.

New Behavior:

Rather than have text in a Cross-Tab Report wrap in Crystal Reports 9.0, the text is reformatted to a size that fits the label without wrapping.

ADAPT00303424   Patch ID: 36312971

Description:

A text record in a cross tab may become improperly truncated.

The cause of the problem is that the correct break point is not found.

New Behavior:

This problem is resolved.

Report processing

ADAPT00074061   Patch ID: 36201665

Description:

In the Crystal Reports 9.0 Report Designer, the fully qualified table name cannot be returned with the Table methods. In the Crystal Reports 8.5 Report Designer, the fully qualified table name was returned using the Table.Location method.

New Behavior:

A new method has been added to the Table item to return a list of qualifiers for that particular table. Its syntax is as follows:

report.Database.Tables(#).Qualifiers.Item(#)
OR
report.Database.Tables(#).Qualifiers(#)

where # is an integer (i.e.: 1, 2, etc.). This functionality is also added to the Crystal Reports 10 RDC.

ADAPT00226405   Patch ID: 36660845

Description:

When users export a report to HTML or preview a report in the DHTML viewer (including the Interactive/Advanced viewer), content that is formatted with HTML syntax fails to be interpreted as valid HTML. Instead, the content is interpreted as plain text.

The ability to export reports to HTML existed in earlier versions of Crystal Reports, but was removed for security reasons.

New Behavior:

The functionality to export and view field objects as HTML can be configured through the registry in Crystal Reports and Crystal Enterprise version 9.0 and 10.0. Note that this functionality is only for field objects (for example: database fields, formula fields, and so on), not text objects.

The registry information is as follows:

To enable HTML interpretation of field objects in the DHTML viewer (and Interactive viewer) in Crystal Enterprise 9.0, set the following subkey to a value of "No":
[HKLM\Software\Crystal Decisions\9.0\Report App\Viewer\EncodeHTMLForSingleLineFieldObjects]. The default value is "Yes".

To enable HTML interpretation of field objects when exporting to HTML format from Crystal Reports 9.0, set the following subkey to a value of "no" (case-sensitive):
[HKLM\Software\Crystal Decisions\9.0\Crystal Reports\Export\HTML\EncodeHTMLForSingleLineFieldObjects]. The default value is "Yes".

To enable HTML interpretation of field objects in the DHTML viewer (and Interactive viewer) in Crystal Enterprise 10.0, set the following subkey to a value of "No":
[HKLM\Software\Crystal Decisions\10.0\Components\DHTMLViewer\EncodeHTMLForSingleLineFieldObjects]. The default value is "Yes".

To enable HTML interpretation of field objects when exporting to HTML format from Crystal Reports 10.0, set the following subkey to a value of "no" (case-sensitive):
[HKLM\Software\Crystal Decisions\10.0\Crystal Reports\Export\HTML\EncodeHTMLForSingleLineFieldObjects]. The default value is "Yes".

Known Limitations:

In Crystal Reports 8, users can embed script tags and other HTML tags into reports, to create DHTML items in the output of the DHTML Viewer. For added security, the default behavior in Crystal Reports 9.0 and 10.0 is to convert HTML to safe text. Users can, at their own risk, enable the registry keys for HTML embedding behavior. For more information about the security implications that are involved, see http://www.net-security.org/article.php?id=596.

ADAPT00232534   Patch ID: 35917276

Description:

When a Corel image (.dsf) is placed in Crystal Reports 9, the image is incorrectly handled as a bitmap and not a metafile, which affects how the image is viewed and printed.

New Behavior:

This problem is resolved.

ADAPT00251603   Patch ID: 36258146

Description:

When a report that contains a blank memo field within a subreport is processed, it may cause Crystal Reports to exit memory.

The problem is caused by memory that fails to be initialized.

New Behavior:

This problem is resolved.

ADAPT00262773   Patch ID: 36010924

Description:

Users are unable to connect from Crystal Reports 9 or earlier to a version 10 Crystal Management Server with LDAP authentication.

The cause of the problem is that version 10 stores and interprets the LDAP authentication type differently than did earlier versions of Crystal Reports. In version 10, the LDAP authentication type is stored as an enum field. Prior to version 10, it was stored as a string field.

New Behavior:

The version 10 Crystal Management Server checks the version of Crystal Reports, before it interprets the authentication type, to determine how it should be read.

ADAPT00264401   Patch ID: 36031560

Description:

Users are unable to connect from Crystal Reports 9 or earlier to a version 10 Crystal Management Server with Windows AD authentication.

The cause of the problem is that version 10 stores and interprets the Windows AD authentication type differently than did earlier versions of Crystal Reports. In version 10, the Windows AD authentication type is stored as an enum field. Prior to version 10, it was stored as a string field.

New Behavior:

The version 10 Crystal Management Server checks the version of Crystal Reports, before it interprets the authentication type, to determine how it should be read.

ADAPT00265515   Patch ID: 36079624

Description:

When Crystal Reports connects to Oracle, the pageserver sessions are not closed after reports with subreports are viewed, even after the idle time has passed.

New Behavior:

This problem is resolved.

ADAPT00274562

Patch ID: 36192866

Description:

When a report uses a connection to DAO and ODBC in the main report, it fails to schedule with an error that says "Unable to connect: incorrect log on parameters."

The cause of the problem is that an unnecessary call is made by the Job Server.

New Behavior:

This problem is resolved.

ADAPT00281799

Patch ID: 36115350

Description:

When reporting from a command object in a report, when the report field names in the SQL statement are built off a parameter, and the current data source is not the default data source (for example, the custom database properties were changed on the Database tab in the Crystal Management Consol), the report fails to be viewed or published.

The problem occurs because, under those circumstances, the report uses parameters as part of the field names in the SQL statement.

New Behavior:

This problem is resolved.

Known Limitations:

This fix works only between the same database drivers. For example, the database driver cannot be changed from ODBC to native Oracle, because the Command syntax will be different.

ADAPT00319691

Patch ID: 36407353

Description:

When users view a report that was published to Crystal Enterprise with the CrystalTivoli publisher, an error is generated that reads: "Failed to open rowset."

The problem only occurs when the report is based on a IBM DB2 stored procedure and has parameters with no default values set, and 'custom database logon information' is specified under the database tab in the Crystal Management Console.

New Behavior:

This problem is resolved.

Known Limitations:

The command "-procreportoptions __ibmstoredproc" must be added to the command line of the pageserver.

Rich Text Format

ADAPT00204186

Patch ID: 36503005

Description:

When a report is exported to RTF or Microsoft Word format with the "Use Default Margins" setting enabled in the page setup area of Crystal Reports 10, the report sets the paper size to [8.5 * 11.5], rather than [8.5 * 11].

The problem is that the default paper size was mistakenly declared as [8.5 * 11. 5].

New Behavior:

This problem is resolved.

Scheduling destination

ADAPT00135662

Patch ID: 36371507

Description:

Reports that are scheduled to SMTP may show incomplete information in the date headers on non-English operating systems or non-English versions of Crystal Enterprise.

The cause of the problem is that the SMTP RFC is set to accept English three-letter short month strings (Jan, Feb, Mar, and so on). The format function uses the current locale to retrieve the short month string, which in this case will in a language other than English. The non-standard date headers that are retrieved with non-English deployments of CE fail to be processed.

New Behavior:

The issue has been fixed by inserting the English short month string into the date header.

ADAPT00232595

Patch ID: 36028437

Description:

When users schedule within Crystal Enterprise with a Generic/Text Only Printer Driver, the following error appears: "Invalid printer specified." When printing to the same driver from Crystal Reports, no print job is sent to the printer spool.

New Behavior:

This issue is resolved.

Scheduling event

ADAPT00227977

Patch ID: 35925403

Description:

When a report is scheduled to run daily on a file event trigger, certain circumstances may cause the report instances to skip a day. For example, if a report that is scheduled to run on Monday evening gets delayed and runs Tuesday morning instead, then to avoid running the report twice in one day, the Job Server will not run the report that is scheduled for Tuesday evening.

New Behavior:

The scheduling logic has been changed so that, if the run time of the job falls on a day after the schedule time of the job (run day > schedule day), then the next instance is set to match the schedule day, rather than the schedule day + 1. This way, the Monday-scheduled report, if delayed, runs early Tuesday morning and the Tuesday-scheduled report runs Tuesday evening as expected.

Scheduling time

Scheduling time

ADAPT00324251   Patch ID: 36520282

Description:

If between 12 AM and 1 AM a user schedules a report through the Crystal Enterprise Java ePortfolio, the report instance's next run time is scheduled 11 hours ahead. This behavior occurs only when reports are scheduled to run "Now" (immediately).

For example, if a schedule for the option "Now" is submitted at 12:24 AM, the next run time will be 11:24 PM the same day.

New Behavior:

This problem is resolved and has been applied to the Java SDK core file (cecore.jar).

SDK

ADAPT00228728   Patch ID: 35971083

Description:

Crystal Reports cannot report from the Active Directory for Microsoft's OLEDB Provider for Active Directory Services. Active Directory Services fails to process the query that is sent by Crystal Reports; Crystal Reports then displays an error message.

New Behavior:

In Crystal Reports, users can report from the Active Directory for Microsoft's OLEDB Provider for Active Directory Services, by manually designing a command table.

Also, the error message that informs users that no tables were retrieved is suppressed after passing authentication for the ADO data source.

Server functionality

ADAPT00175037   Patch ID: 36622600

Description:

An error appears when a report is modified through RAS in ePortfolio. The error reads "Subscript out of range."

The problem occurs when there are two or more spaces in database field names.

New Behavior:

The problem is resolved.

ADAPT00226025   Patch ID: 35907723

Description:

Using version 9.2.2.447 (9/30/2003) of DataDefModel.dll causes the Report Application Server (RAS) to hang when using ADO.

New Behavior:

This problem is resolved.

ADAPT00228861

Patch ID: 35875306

Description:

When using RAS to create a new report from an existing DB2 report, the following error message appears: "Error in file UNKNOWN.RPT: The table could not be found. Number: -2147482939 Source: RptControllers.dll."

The cause of the problem is that the table name, rather than the fully qualified name, is used to retrieve data.

New Behavior:

This problem is resolved.

ADAPT00232744

Patch ID: 35954534

Description:

When a Cross-Tab report is viewed on demand within Crystal Enterprise over the Java or ActiveX Viewers, the Page Server returns the report with incomplete data.

The problem is caused by a calculation that is performed on the cell range of data to fetch. If the cells are empty when this calculation is performed, placeholder values are used. The Print Engine does not distinguish between placeholder values and real values; therefore, after the calculation is done, the Print Engine returns the placeholder value, which is incomplete data.

New Behavior:

The Print Engine checks for placeholders when performing the cell range calculation. If placeholders are detected, then the data is not flagged as complete. This change allows the Page Server to return the same set of complete data that the Job Server produces when the report is scheduled.

ADAPT00262235

Patch ID: 36112910

Description:

When users export a report, which contains subreports that use shared variables, to any record-based format (e.g.: Microsoft Excel, Text, etc.), the subreport prompts for the data source. Or, when exporting a successful instance of such a report through a viewer in Crystal Enterprise, the first export fails.

The problem is that the cached variable state is not retrieved properly when exporting subreports to record-based formats.

New Behavior:

A new method of mapping formula states has been introduced for all record-based export formats. This problem is resolved.

ADAPT00265902

Patch ID: 36022874

Description:

When two users export a report at roughly the same time (the same report or different reports), using the same file format in two separate browsers, one user will receive an error message "HandleCrystalEvent Failed, Unable to retrieve Object, File I/O error …". This error happens for CE 9.0 and later.

The cause of the problem is that one of the CE components in the web server creates a single garbageURL temp file for every export format. When two exports occur within the same time frame, the first export successfully writes to the garbageURL temp file; however, the second export is unable to write to the same garbageURL temp file. Therefore, that export is rejected.

New Behavior:

The component creates a unique temp file for every export request that is sent to the web server.

ADAPT00315748

Patch ID: 36460827

Description:

When a report is exported to Microsoft Excel Data Only format, the columns are not aligned properly if the report only contains group headers and footers (that is, the Details section is suppressed).

New Behavior:

To solve the problem, new registry keys can be used to determine the size of columns when exported. See the Limitations section here for details.

Known Limitations:

Set the following key to determine which section of the report to base the column widths of the export:
[HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ColumnWidthBaseArea]. The following values are available:
1 = Report Header
2 = Page Header
3 = Group Header
4 = Details Section
5 = Group Footer
7 = Page Footer
8 = Report Footer
255 = Whole Report (Default)

[HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ColumnWidthGroupNumber]
This key is read when the column widths are based on a group section (ColumnWidthBaseArea = 3 or 5). This value determines which group section to use.

[HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\UseConstantColumnWidth]
This subkey determines the option to use Constant Column Widths in the export. That is, each column in the Microsoft Excel spreadsheet is the same width.

[HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ConstantColumnWidth]
This subkey sets the width of the columns in the export. This key is ignored if UseConstantColumnWidth is False. Acceptable values are in twips (1440 twips = 1 inch).
The option Maintain Column Alignment requires a choice to be made on which section of the report to base the column size.
Several additional registry subkeys are created to allow Crystal Enterprise to configure Microsoft Excel Data Only exports through a viewer. These registry subkeys are located in HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\. They are also located in the HKEY_LOCAL_MACHINE tree for use with Crystal Enterprise. The key names are: ColumnWidthGroupNumber, ColumnWidthBaseArea, UseConstantColumnWidth, and ConstantColumnWidth. Note that a constant column width cannot be used once the option Maintain Column Alignment is set.

Server management

ADAPT00263175   Patch ID: 36537291

Description:

If users go to view a large report over Crystal Enterprise, the report may fail to display and the following error message may appear in the viewer: "Communication Error, Communication failed with all configured Web Component Servers because they are disabled or not currently running. If this problem continues, please contact the system administrator."

This problem is due to a limitation in the Windows' socket layer. When a failure in the Windows' socket layer occurs, many retries are made, which may cause the Web Component Server to allocate large amounts of memory. This memory allocation can lead to a slow or non-responding Web Component Server, and then result in the error message being displayed.

New Behavior:

A Change has been made to the Web Connector so that it will identify the communication error and make no more requests.

In this case, a revised error appears in the web browser: "Internal Error in Web Component Server Connector; an internal error occurred preventing this request from completing successfully. If this error continues, please contact the system administrator."

In the application event log, the following error is reported in the wcsisapi.dll file: "The requested file can not be transferred from the WCS to the web server because its size exceeds the socket buffer size limit. Error: error number WSAENOBUFS."

Shared Libraries

ADAPT00303857   Patch ID: 36307850

Description:

After the APS server is started, sometimes it immediately stops. This problem occurs when the APS database connects natively to a Sybase server. The Windows Event Viewer Application log shows two errors: 1) "Crystal APS 35101 The root server reported an error Initialization Failure. (Reason: Unable to connect to the database using the provided connection string. Reason: Database Access Failure.)." 2) "Crystal APS 35730 Internal error: An unknown exception has occurred. Programmer error subsystem not available before use."

New Behavior:

This problem is resolved.

Text

ADAPT00253055   Patch ID: 35978911

Description:

Memo fields in subreports fail to export to text correctly. After export, the memo field is truncated and the line spacing in the text file is incorrect.

New Behavior:

This problem is resolved.

Text

ADAPT00281243
Patch ID: 36174419

Description:

Values for on-demand formulas may be inconsistent with values for print-time formulas. This problem may occur when users export or schedule reports to a Text format.

The cause of the problem is that records are not cycled when users go from the Details section to the Group Footer section, and then make changes to a formula within the Group Footer section. The print-time formulas become re-evaluated; however, the on-demand formulas retain their state. That inconsistency may cause incorrect values in the export, because the export relies on the print-time formula values.

New Behavior:

On-demand print-time formulas are forced to be re-evaluated when print-time formulas are re-evaluated.

ADAPT00332936
Patch ID: 36535175

Description:

When a report is exported to Tab-Separated Text format, fields that contain more than 255 characters have a blank line and carriage return after the corresponding row in the TTX file.

An additional line and carriage return is commonly added to objects for export to plain Text format when the text object is considered too long for one line (greater than 255 characters). The cause of the problem is that the same logic has been applied to Tab-Separated TTX files, where an extra line and carriage return is not necessary.

New Behavior:

The maximum number of characters that an object must contain before additional lines are added has been increased to 64 thousand characters.

Known Limitations:

Note that if a report object contains more than 64 thousand characters (for example, in a memo field), additional blank lines may be added when the report is exported to Tab-Separated Text format.

ADAPT00341229
Patch ID: 36570768

Description:

Reports that contain text objects that span more than one line, and that have the option "Can Grow" set, cannot be exported in their entirety to Text format. The text objects are truncated after one line.

The cause of the problem is an error in the formula that calculates the space that is required for exported text objects.

New Behavior:

This problem is resolved.

Usability

CE90WIN_EN_SP3
Usability

ADAPT00196115

Patch ID: 35791908

Description:

When Crystal Reports 9.0 and Crystal Reports 10.0 are installed on the same machine, Crystal Reports 9.0 can no longer connect to Crystal Enterprise 9.0.

The cause of the problem is a connection loss that occurs because CE 9.0 and CE 10 both use the same program ID. Because CE 10 is newer, CE 9.0 attempts to connect to Crystal Reports 10 first, but fails.

New Behavior:

The program IDs for each SDK allows Crystal Reports to differentiate between the two versions and connect to the correct one.

User management

ADAPT00297346

Patch ID: 36281211

Description:

The LDAP Group Membership list does not match the User Membership list in the CMC.

The cause of the problem is that, before it sends the query, the LDAP Plug-in fails to query the root LDAP object to verify that the connection is active.

New Behavior:

This problem is resolved.

ADAPT00307674

Patch ID: 36368811

Description:

Queries to the LDAP server may fail, due to a timeout that applies to all queries. When the secLDAP plug-in queries the LDAP server, a hard-coded timeout of 85 seconds applies for each query.

New Behavior:

A change has been made to allow the timeout value to be modified with a registry key. The default value will remain at 85 seconds.

Known Limitations:

To set the registry on UNIX machines, switch to the crystal/enterprise/generic directory, modify the file named adapt307674.cf, and then run the following file:
./configpatch adapt307674.cf. Select option 1 when prompted.

Verify

ADAPT00288370

Patch ID: 36307487

Description:

When users create a report against an ACT! 3 (2000) database that contains user-defined fields, the following error may be displayed when the report is processed: "Crystal Reports: One or more fields could not be found in the result set. Use the verify Database to update the report."

New Behavior:

This problem is resolved.

ADAPT00093341   Patch ID: 35535039

Description:

APS startup time is delayed while the APS Event subsystem requests non-existing ojects.

New Behavior:

The APS Even subsystem now requests the correct objects upon startup.

ADAPT00140570   Patch ID: 35154583

Description:

When a user connects to the Crystal Enterprise APS with Single Sign On (SSO) enabled, after 120 seconds the following error message appears: "Internal Error in Web Component Server Connector."

The problem is that, when the Web Connector and Web Component Server are separated by a firewall that is secured by NAT, after the initial connection the Web Component Server identification is generated incorrectly.

This error occurs only in the following Crystal Enterprise configuration:

- SSO is enabled on the APS and the Web Connector is installed on a Microsoft Internet Information Server that resides outside a firewall.

- Requests for access that are made from the Web Connector to the Web Component Server must pass through the firewall.

- Network Address Translation (NAT) secures access to servers behind the firewall.

New Behavior:

The Web Connector retains the Web Component Server identification that is used to make initial connection.

ADAPT00142955   Patch ID: 35195729

Description:

When a user viewed a report with the Crystal Enterprise Java Plug-in viewer, the viewer appeared but no report details were shown. When the user refreshed the report, a "No Response from Server" message appeared. This occurred when the web server had been configured to use SSL security and the Java Virtual Machine version was JRE 1.3.1_01.

New Behavior:

There appears to be a bug in JRE 1.3.1_01 where the MIME type of the server's response is always reported as "content/unknown" when the viewer is using HTTPS. JRE 1.3.1_03 appears to work correctly. The Java Plug-in viewer now accepts a MIME type of "content/unknown" if it's communicating with the server secured with SSL and using JRE 1.3.1_03. The Java Plug-in viewer now displays reports correctly in this configuration.

ADAPT00151680   Patch ID: 35370243

Description:

Parameters from selection criteria are not passed to the Lawson OLEDB driver.

New Behavior:

This problem is resolved.

ADAPT00157512   Patch ID: 35389539

Description:

The administrator cannot specify a port for the client software to communicate on, when the user connects to Crystal Enterprise through Crystal Reports from behind a firewall. This can lead to an unexpected program termination. Furthermore, using the -requestport switch on the Crystal Enterprise components has no effect on what port the client software attempts to communicate on.

New Behavior:

Two registry values control the port range that the client application may use to attempt to connect to Crystal Enterprise.

By default, the subkeys are (where 0 allows the system to pick a port):
RequestPortLower (DWORD) 0
RequestPortUpper (DWORD) 65536

Note that the default values do not affect how the applications communicate with Crystal Enterprise. To allow for proper communication with Crystal Enterprise from behind a firewall, adjust the decimal values to coincide with the ports that your Network Administrator has opened on your firewall.

ADAPT00164087   Patch ID: 35503463

Description:

Queries are timed out when sent to an Active Directory that contains more than 100,000 user objects. For example, this occurs when the user tries to import a group of users from an Active Directory, or when an attempt is made to get the properties of an imported Active Directory group, within the Crystal Management Console. A query sent to Active directory can take 15 to 20 minutes to return.

New Behavior:

A change has been made to the way the Active Directory is queried for user objects. We should see a large increase in performance when a query is made for user objects in an Active Directory.

ADAPT00167206   Patch ID: 35430976

Description:

If a report contains repository items and the report is refreshed, any repository items that are located within a subreport are not updated. However, the repository items in the main report are updated.

New Behavior:

A change has been made to allow the repository to update objects in subreports as well as objects in the main report.

ADAPT00167984   Patch ID: 35492093

Description:

When Crystal Report 8.5 is based on a Crystal Dictionary, and then upgraded to Crystal Report 9, an incorrect number of records are returned.

New Behavior:

This error occurs because the tables are linked to the dictionary, and CR 8.5 does not reference tables that are not used in the report. Crystal Reports 9 now generates a SQL query that references tables not used in the report. Also, a new sorting algorithm has been implemented in the dictionary library. As a result, all records are returned, and the problem no longer occurs.

ADAPT00168743   Patch ID: 35694314

Description:

Users are unable to report off a secure Paradox table using Crystal Reports 9, because the password dialog box resource does not exist in crdb_p2bbde.dll.

New Behavior:

A new password dialog box is added, and users can submit valid passwords through it to report off secure Paradox tables.

ADAPT00170194   Patch ID: 35664342

Description:

The Crystal Publishing Wizard does not import the title of the report. Instead, it uses the file name of the report as the title.

New Behavior:

The Crystal Publishing Wizard interprets titles only in ANSI format. However, reports created in Crystal Reports 9 or later store titles as Unicode. The logic for handling titles in the Crystal Publishing Wizard is updated to accept data in both ANSI and Unicode formats.

ADAPT00170384   Patch ID: 35567807

Description:

When an alerting report contains Japanese characters, it cannot be viewed in a web browser in Crystal Enterprise, because the report URL included in the alerting e-mail contains the Japanese table name.

New Behavior:

The attribute, 'codepage=65001', has been added to the line <%@language=javascript%> of viewreport.csp, and to the localized relativeredirect.csp and viewer_redirect.csp. As a result, it is possible to view reports that use URL hyperlinks containing Japanese characters, even when using a web browser with its default language set to French, German, or English.

ADAPT00177961   Patch ID: 35488684

Description:

Paginated text characters are added to the text file when scheduling or exporting to plain text.

New Behavior:

The problem is now fixed.

ADAPT00182041   **Patch ID: 35547751**

Description:

When Terminal Services is installed on the Crystal Enterprise server, reports fail to display large images on a web viewer.

New Behavior:

On NT kernels, the HALFTONE raster operation is used for rendering bitmaps, because it renders clearer images than the STRETCH_DELETESCANS raster operation. However, the HALFTONE raster operation uses more resources. StretchDIBits(), used with the HALFTONE raster operation, may run out of memory on large images. This is because Terminal Services allocates a limited, finite set of memory for clients connected to the server. Also, StretchDIBits() returns 0 to indicate that no scan lines were processed, rather than signify the issue with a GDI_ERROR.

Now when the StretchDIBits() call fails on the HALFTONE raster operation, the code falls back on STRETCH_DELETESCANS to render the bitmap. The StretchDIBits() call should succeed more often when using STRETCH_DELETESCANS than with HALFTONE, when GDI memory is limited. With the fix, large images are properly shown.

ADAPT00182786   **Patch ID: 35511145**

Description:

In a clustered environment, during an instance cleanup, sometimes the root output file store directory is automatically deleted.

New Behavior:

A check has been added to the FRS remove function to return an error when the client tries to remove the root FRS directory. The error prevents root directories from being automatically deleted.

ADAPT00182965   **Patch ID: 35639665**

Description:

The performance of LDAP authentication in Crystal Enterprise slows down significantly when building the LDAP graph.

The slowdown is caused when the graph times out before it is complete. The timeout forces the system to re-authenticate, and then rebuild the LDAP graph. Repeated authentication and rebuilding slows down the performance of LDAP authentication.

New Behavior:

To ensure the LDAP has enough time to build before it times out, users can configure the LDAP internal graph timeout through a new registry subkey. The default value for the timeout for the graph is 15 minutes.

For Crystal Enterprise 8.5, the subkey is located at: HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Enterprise\Auth Plugins\secLDAP\GraphTimeOut.
For Crystal Enterprise 9.0, the subkey is located at: HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Enterprise\Auth Plugins\secLDAP\GraphTimeOut for CE 9.
The value is in minutes. Setting it to a value greater than zero controls the timeout on the graph. If the value is zero, the graph will never timeout and if the value is less than zero, the graph will timeout in 15 minutes, the default value.

Known Limitations:

The procedure for setting the timeout is slightly different on UNIX. On UNIX, go to the enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh adapt182965.cf. At the prompt, choose the LDAP graph time out value that you would like to set.

ADAPT00184828   Patch ID: 35557941

Description:

If a user logs on to Crystal Enterprise with Windows NT authentication, and the Web Component Server runs on a hyper-threaded, multi-processor machine, the Web Component Server hangs and eventually generates a series of script timeout warnings in the application event log. However, if the user is first authenticated with Enterprise authentication, Windows NT authentication works.

New Behavior:

This problem is resolved.

ADAPT00186858   Patch ID: 35506253

Description:

When viewing a report that contains command table, the database connections are not released.

New Behavior:

By default, the rowset was being saved, which prevented release of the database connection. A registry key has been added that can be set to determine whether the rowset should be saved.

Registry key:
[HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Database]
"AllowSaveRowsetToFetchingData"="No"

ADAPT00192585   Patch ID: 35551055

Description:

The JD Edwards ODA driver fails more than two tables are joined together, and one of the joins occurs on the outer left side. The failure throws an error message: "Failed to open a rowset 42000 J.D. Edwards OneWorld ODA Driver Syntax error or access violation."

New Behavior:

Applying this patch fixes the problem.

ADAPT00194121   Patch ID: 35641925

Description:

When a table from Teradata is added to a report in Crystal Reports 9, Crystal Reports displays an error message that says "Not Supported."

The problem is caused by an invalid internal call.

New Behavior:

The call has been ignored, and the error message no longer appears.

ADAPT00195439   Patch ID: 35824893

Description:

When setting the data source location on a report that is based off an IDAPI database, an error message appears when users edit the "Data File:" property of the connection. The error message reads: "Some tables could not be replaced, as no match was found in the new data source. Please specify the table required for any unmodified tables."

The error appears because the table name is taken from the file name; when the file name changes, the old table name cannot be found.

New Behavior:

The drivers no longer match the file name to the table name.

ADAPT00199005   Patch ID: 35621459

Description:

When a report is based on a query file that queries a DB2 ODBC data source, the prompt for the database log on displays the default value (the database name) when a database connection is required. This behavior is incorrect.

New Behavior:

The default value (database name)is no longer shown. In its place is a choice of aliases that have been configured in the DB2 client.

ADAPT00201569   Patch ID: 35666358

Description:

When verifying the database in a report based off a DBISAM database, the following error message appears: "The database table <tablename> cannot be found. Proceed to remove this table from the report?" The error message appears because the DBISAM driver does not support the catalog. In that case, rather than return the catalog, the driver returns the physical path to the database file. When the path is used for the table name, it causes the error.

New Behavior:

If the catalog is detected as a path, it is removed completely; therefore, the driver no longer returns the database path in the full table name, in place of the catalog.

Known Limitations:

This fix works only with newly created reports.

ADAPT00205949   Patch ID: 35692063

Description:

Viewing a report on demand that contains a SQL Command from the Crystal Repository creates a looping logon prompt, for certain tested databases.

The problem is caused by logon credentials that are being passed incorrectly.

New Behavior:

This problem is resolved.

ADAPT00207705

Patch ID: 35806307

Description:

When users apply Single sign-on authentication to Crystal Enterprise on Windows 2003, the following error may appear:
"Internal Error in Web Component Server Connector, an internal error occurred preventing this request from completing successfully..."

During NTLM Single sign-on, Windows 2003/IIS-6 sometimes passes an empty authentication type to the web connector, rather than NTLM. NTLM is required for proper Single Sign-on authentication.

New Behavior:

If the authentication type is empty and the Web Component Server requires NTLM (because Single Sign-on is enabled), the connector now re-negotiates with the client to ensure NTLM is passed.

ADAPT00208684

Patch ID: 35737907

Description:

When refreshing reports that are based on PeopleSoft data in CR 9.0, the Crystal Reports UI is used for logon rather than the PeopleSoft UI.

New Behavior:

This problem is resolved.

Known Limitations:

Newly created reports still use the Crystal Reports UI logon. To use the PeopleSoft UI, the report must be saved, closed, and reopened.

ADAPT00210005

Patch ID: 35699991

Description:

When using the Peoplesoft ODBC driver, the Crystal Reports 9 designer displays the incorrect time.

The problem is caused by the crdb_odbc.dll file, which binds the time field to a timestamp structure rather than a time structure.

New Behavior:

This problem is resolved.

ADAPT00212966

Patch ID: 35737916

Description:

When connecting to PeopleSoft data, Crystal Reports removes the DBQ information in the connection string, and passes only DSN, UID, and PW.

New Behavior:

This problem is resolved.

ADAPT00213391   Patch ID: 35828580

Description:

The Java Bean database driver cannot reliably display string fields. The Report Designer crashes if a string field length goes over 276 characters.

New Behavior:

The driver has been fixed to respect the maximum string length of 65534 characters.

ADAPT00215189   Patch ID: 35737925

Description:

A single sign-on to PeopleSoft does not work as expected.
The cause of the problem is that Crystal Reports does not use the current PeopleSoft session information for log ons.

New Behavior:

The problem is resolved.

Known Limitations:

For SSO, if the DSN is set to use 3 tiers through an application server, the PeopleSoft ODBC driver will not pick up the db/appsrv information from the registry. A DSN set up for 2 tiers through the app server continues to work as expected.

ADAPT00216638   Patch ID: 35830058

Description:

When a user logs on to Crystal Enterprise using Active Directory authentication, logon time is longer than usual and may result in a timeout.

The logon delay is caused by improper DNS queries that are formed in certain Active Directory configurations; the extra effort made in resolving the name causes the delay.

New Behavior:

A registry key controls this functionality.

ADAPT00222956   Patch ID: 35847920

Description:

When a native report is based on an IBM DB2-stored procedure and set to use the custom data source option, the following error is returned: "The table could not be found."

The cause of the problem is that the driver searches for a stored procedure if it does not recognize the table type.

New Behavior:

If a table type is unknown and the fully qualified name doesn't contain "proc()", the driver searches for the table name as if it is a table (rather than a stored procedure). If the table is not found, then the driver searches for a stored procedure.

ADAPT00224856   Patch ID: 35825181

Description:

When attempting to change the cluster name, an error is returned. The error is: "Failed to write cluster name to the database. Reason: Database Access Failure".
The problem is caused by an error in SVCMGR.EXE.

New Behavior:

An updated SVCMGR.EXE file is included in this hotfix.

ADAPT00230843   Patch ID: 35870676

Description:

When viewing a report on demand that uses the PeopleSoft Solution kit, the Crystal Pageservers' multi-threaded capabilities are not used.

The cause of the problem is that the database driver is not thread safe.

New Behavior:

The full functionality of the Crystal Pageserver is enabled.

_All SDKs

ADAPT00197627   Patch ID: 35635879

Description:

Users are unable to modify a box object or line object using the RAS SDK.

New Behavior:

The properties LineStyle, LineColor, and FillColor of the objects, BoxObject, and LineObject have been fixed so that changes made to them will also update the border's corresponding property.

ActiveX Viewer

ADAPT00146097   Patch ID: 35403828

Description:

The font rendering technology of the ActiveX viewer was different than the one in the Crystal Report designer. Hence, various fonts were displayed differently or sometimes truncated in the ActiveX viewer.

New Behavior:

A change was made to correct the font rendering method to display various type of fonts correctly in the ActiveX viewer.

Known Limitations:

For UNIX users, go to the enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update the settings; the version of the ActiveX viewer on the server will be updated.

ADAPT00172404   Patch ID: 35512115

Description:

When the locale of the machine is set to Arabic, and Digit Substitution is set to "National" mode, the ActiveX Viewer displays European digits, rather than Arabic digits.

New Behavior:

The problem has been fixed.

ADAPT00186696   Patch ID: 35488761

Description:

Text objects with a space at the beginning or end of the line (depending on whether left or right alignment is used) are trimmed in the ActiveX Viewer.

New Behavior:

Trailing spaces in text objects is no longer trimmed. ActiveX Viewer displays text objects correctly.

Known Limitations:

Certain objects may experience very slight truncation (1-2 pixels) when the font is bolded and the object is a numeric formula field. This limitation only occurs in Crystal Enterprise 9.0 and Crystal Reports 9.0.

ADAPT00193165   Patch ID: 35765362

Description:

On Windows 98, text objects whose formatting is set to "justified" do not display or print properly from the ActiveX Viewer. The problem is caused by a bug in the Microsoft Layer for Unicode (MSLU). The MSLU has a text measurement API, which measures the size of characters, to render justified and character-spaced text.

New Behavior:

An internal implementation of the MSLU text measurement API has been added to correct the problem.

ADAPT00193256   Patch ID: 35593411

Description:

When a text box surrounds a data field, it forms a table as expected. However, when viewing the report through the ActiveX Viewer, a random double line appears.

New Behavior:

The drawing of the box has been adjusted to allow for vertically adjacent lines. This problem is resolved.

ADAPT00196294   Patch ID: 35594919

Description:

The Freeze Pane feature in the ActiveX Viewer causes the viewer to crash. This is a problem with the rendering logic, caused by the settings for the internal drawing attribute port.

New Behavior:

This problem is resolved.

ActiveX Viewer

ADAPT00227388
Patch ID: 35847444

Description:

After applying the CR90WIN_JP_SP2.EXE service pack, some of the Japanese characters appear as "?" in the tool tips and group tabs.

The problem is caused by Active X file that are corrupted.

New Behavior:

The corrupted files have been replaced with Active X files that work properly.

Adobe Acrobat (PDF)

ADAPT00087752
Patch ID: 35715913

Description:

When exporting a report to PDF format, the fonts in the PDF become randomly disorganized and misapplied when the report exceeds a certain number of fonts and pages.

The problem is caused by the font index size, which is too small to accommodate large PDF exports. PDF exports can reach 10,000 pages, before distortions in formatting occur.

New Behavior:

The font index size has been increased to allow large PDF exports, those over 10,000 pages long, to retain proper formatting.

ADAPT00185689
Patch ID: 35551018

Description:

When exporting Hebrew or Arabic text to PDF, the string sequence, " ." (space, period), is exported as ". " (period, space). Since Hebrew and Arabic reads right-to-left, this distorts the sentence-ending period.

New Behavior:

The PDF exporter now exports right-to-left text properly.

All Viewers

ADAPT00169324
Patch ID: 35454515

Description:

Report Application Server 9 viewers do not support the Korean language.

New Behavior:

An enhancement has been made such that Korean is now a supported language when you are using Report Application Server 9 viewers.

BW Query Driver

ADAPT00183793

Patch ID: 35590673

Description:

Crystal Enterprise Enhanced SAP Edition Version 9 does not return appropriate values on the "Set to Null" option. This creates general stability issues in the product, and can cause the system to return incorrect data.

New Behavior:

This problem is resolved.

ADAPT00191286

Patch ID: 35585115

Description:

If a report contains a formula error and is published to the BW server, the system hangs rather than display the appropriate error message.

New Behavior:

This problem is resolved.

Charting

ADAPT00104339

Patch ID: 35574238

Description:

After creating a chart, if the data point from the chart expert is modified to use the options "Show Label" or "Show Value", the chart resizes. After resizing, the chart's labels or values are misplaced.

The cause of the problem is that the report makes inaccurate calculations on the locations of labels and values. This causes the chart to resize.

New Behavior:

Checks have been added to verify the calculation on the locations of labels and values. This prevents the chart from resizing.

ADAPT00219958

Patch ID: 35849765

Description:

The series labels of 3D Riser and 3D Surface charts are either overlapping or out of position when rotated, and they are longer than usual. The cause of the problem is that the text on the X or Y-axis of a 3D chart is rotated around the wrong point.

New Behavior:

The text rotates from the top left or top right corner, to fix the problem.

COM SDK

ADAPT00198483   **Patch ID: 35648296**

Description:

When using the ReportClientDocument.Open method, the report waits for an OLEDB timeout when the original report's OLEDB data source is not found. This can cause errors or delays in viewing.

New Behavior:

When using the ReportClientDocument.Open method, the report should view quickly.

Known Limitations:

To enable this fix, the user must disable caching, by setting a registry key 0. The registry key comes standard with Crystal Reports 9.0, and is located at: HKEY_LOCAL_MACHINE\SOFTWARE\CRYSTAL DECISIONS\9.0\REPORT APP\SERVER\PrintJobsCacheMaxNumOfObject.

Also, this patch will only work with RAS version 9.2.

ADAPT00202817   **Patch ID: 35821304**

Description:

The COM Page Viewer causes the IIS worker process, which runs the CE viewing application, to incrementally consume private memory.

The memory cleanup process for the COM Page Viewer is not properly implemented.

New Behavior:

This problem is resolved.

ADAPT00210423   **Patch ID: 35792431**

Description:

The Crystal Enterprise 9.0 RAS SDK automatically alters a qualified table name to contain a prefix, without being explicitly instructed to do so. It also overrides a saved table prefix that has been specified.

New Behavior:

The qualified table name property in Crystal Reports has been exposed through CRPE. This enables the Report Application Server to set the overridden qualified name to the fully qualified table name in the report.

ADAPT00220925   **Patch ID: 35844117**

Description:

When a report is based off a native connection to Oracle, performance of the Verify Database function is degraded. This is because Crystal sends to Oracle a SELECT Statement in OCI_DESCRIBE_ONLY mode that contains an empty WHERE clause.

New Behavior:

A WHERE clause of "0=1" has been added to the end of the Verify Database query that is sent to Oracle. That results in reduced overhead and improved performance.

CRW designer

CRW designer

ADAPT00175408　　　　Patch ID: 35453072

Description:

On Microsoft Windows NT4 operating systems, hyperlinks longer than 259 characters in a report were being truncated.

New Behavior:

Hyperlinks are no longer truncated on Windows NT4 operating systems.

ADAPT00187569　　　　Patch ID: 35775841

Description:

When an OLAP report is refreshed, and the account that is used to connect to the OLAP data source is locked, Crystal Reports throws the error "Not supported." The error message offers the user no further information on how to fix the problem.

New Behavior:

The appropriate login dialog is displayed to request new login information, if the previously supplied information does not allow Crystal Reports to connect to the OLAP data source.

Data Source

ADAPT00126443　　　　Patch ID: 35518031

Description:

An error is thrown when Crystal Reports 9 uses the MS Oracle Driver to connect to an Oracle table, if the table contains a number field with a zero after the decimal point: "Query Engine Error: '22003:[Microsoft][ODBC driver for Oracle]Error in column 1:Numeric value out of range'".

New Behavior:

The problem has been fixed.

ADAPT00169366　　　　Patch ID: 35533510

Description:

When using an Informix native connection, it takes longer to add a table to a view in Crystal Reports 9.0 than in Crystal Reports 8.5.

New Behavior:

The Crystal Reports 9 Informix native connection now returns a straight list of tables, rather than those of the view. This should increase the performance of 9.0 when adding a table.

ADAPT00181063   Patch ID: 35488885

Description:

Several Enhancements have been made to CRDB_JAVABEANS driver & JVM Manager.

New Behavior:

i) Added a new registry value for JVM options. This registry value is optional, and is to be created manually by the user. The value is called: JVMOptions, and it should be created in: HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports. This value can contain a list of options, separated with semi-colons. For example:-Xmx20000000;-Xms10000000. The -Djava.class.path is set automatically, and should not be set through the JVMOptions registry value. The maximum number of options including -Djava.class.path is currently 20. Extra options will be ignored.

ii) The following values are taken and appended to the class path used to initialize JVM:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Environment\CLASSPATH and HKEY_CURRENT_USER\Environment\CLASSPATH and HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\Database\JavaBeansClassPath. Users must ensure that the JAR file required by their Java bean is stored on the system or user CLASSPATH environment variable.

iii) The driver has been made to be multi-thread safe.

ADAPT00185819   Patch ID: 35767219

Description:

When querying .jar files for classes that return ResultSets, the Crystal Reports designer may crash when reporting off Java Beans.

New Behavior:

The problem is resolved.

ADAPT00194352   Patch ID: 35656638

Description:

Users cannot create or refresh a report that is based on a Pervasive 2000 database in Crystal Reports 9, if the .dat and .ddf files are located in different paths and the path names contain a space.

New Behavior:

This problem is resolved by a function that is called before the path is passed to Btrieve functions.

ADAPT00198247   Patch ID: 35656373

Description:

Incomplete or missing records are returned in a report, under certain conditions: when the data source is a native connection to a Pervasive SQL 2000 database, and linking is performed on a segmented index that consists of Integer, Date and Time fields. Note that an ODBC connection to the same database returns the expected number of records.

The problem is caused by the Time field type being passed as DateTime, rather than Time. As a result, incomplete or missing records are returned in the report.

New Behavior:

The system has been modified to pass the correct Time fields through the Native driver.

Data Source

ADAPT00198568   Patch ID: 35656358

Description:

No records are returned in a report, under certain conditions: when the data source is a native connection to a Pervasive SQL 2000 database, and linking is performed on two tables via an equal inner join type. Note that an ODBC connection to the same database returns the expected number of records.

The problem is caused by one of the string types, LString. LString uses the first byte to store the length of the string in native format. The length in the first byte of the native buffer is stored before the actual string is stored during conversion.

New Behavior:

This has been corrected and the LString type is passed correctly via the native driver.

ADAPT00204736   Patch ID: 35656688

Description:

A report that is created from a Microsoft SQL Server data source that uses the MS SQL Server ODBC Driver returns incorrect data for fields that are of the "BigInt" data type. The report returns zeros and ones, in place of the correct data.

The problem is caused by a type mismatch in the ODBC layer that occurs when the report reads fields of the "BigInt" data type.

New Behavior:

This problem is resolved.

ADAPT00211443   Patch ID: 35740905

Description:

Reports that draw data from a MySQL Database over ODBC may return incorrect time fields.
The MySQL ODBC driver does not support the conversion from time (or date) to datetime.

New Behavior:

Time (or date) is converted internally to datetime.

DHTML Interactive Viewer (Com)

ADAPT00210748   Patch ID: 35793374

Description:

Line objects within subreports do not display in the Interactive DHTML and Page viewers.

The width and height attributes of the subreport objects are not set correctly. The viewer uses those attributes to determine if lines can be shown. When attributes are not set, they equal zero; at zero, the system considers the lines too long to be shown.

New Behavior:

The subreport width and height attributes are properly set and maintained. Line objects in subreports display as expected in any viewer.

DHTML Report Page Viewer (Com)

ADAPT00132192

Patch ID: 35618450

Description:

The DHTML Viewer (Interactive and regular) property, HasToggleGroupTreeButton, does not work independently of the viewer property, IsDisplayGroupTree. Setting IsDisplayGroupTree to False prevents HasToggleGroupTreeButton from performing correctly.

New Behavior:

This problem is resolved. Also, any combination of settings works independently as expected.

ADAPT00176051

Patch ID: 35454802

Description:

When logon prompting was set to false, the viewer would fail to log on despite the fact that the connection information was explicitly specified.

New Behavior:

The procedure is modified to take into consideration the logon parameters specified. Therefore, the viewer will not fail if the connection information is supplied sufficiently.

ADAPT00191122

Patch ID: 35545269

Description:

When a user drills down on a group whose name contains HTML tag characters such as "<" or ">", an HTML error in the report page is thrown.
The text for the view list options is executed as HTML tags, rather than being HTML-encoded. The non-encoded tags throw HTML errors.

New Behavior:

The HTML tags are encoded properly, so that that the tag characters "<" or ">" are represented as text, rather than being executed.

ADAPT00192330

Patch ID: 35566057

Description:

Pages are not clipped to match the selected printer type. When printing a report from a newly selected printer, the text boxes or text fields in the pages of the report are not clipped.

New Behavior:

The clipping technology of the ActiveX Viewer is now updated to match printer settings. This ensures that clipping is enabled when the printer types are matched, and disabled when the printer types are mismatched.

ADAPT00199264

Patch ID: 35777062

Description:

When an on-demand subreport is viewed in the DHTML viewer, the "On-Demand Subreport Caption" is mistakenly displayed in place of "Subreport Preview Tab Caption."

New Behavior:

The view list entry for on-demand subreports is fixed to display "Subreport Preview Tab Caption."

DHTML Report Page Viewer (Com)

ADAPT00221932   **Patch ID: 35838128**

Description:

When the Create Group Tree option is cleared in Crystal Reports 9 and the report is published to CE, the DHTML viewer shows a blank area for the group tree, rather than no area at all.

New Behavior:

The Group Tree creation flag is checked each time the viewer needs to create the group tree. If the option is disabled, the group tree is not displayed and the Toggle Group Tree button is disabled.

DHTML Report Server Control (Com)

ADAPT00190799   **Patch ID: 35529644**

Description:

HTML tags used in group tree nodes cause Javascript errors in the DHTML Viewer.

New Behavior:

Group tree node names are not HTML-encoded, and were being executed as HTML tags and, thus, causing script errors. With the new fix, the node names are HTML-encoded so that HTML tags (or < and > characters) appear as text, rather than executable tags.

Document publishing

ADAPT00182309   **Patch ID: 35467432**

Description:

The Crystal Enterprise Add-In for use with Microsoft Excel failed to import data when opening a report if parameter values were set to null.

New Behavior:

The Crystal Enterprise Add-In for use with Microsoft Excel imports data when opening a report if parameter values are set to null.

Enterprise Connectivity

ADAPT00185650   **Patch ID: 35824402**

Description:

After installing the Excel Add-in to Crystal Enterprise 9, the ActiveX option for Crystal Analysis is no longer available in the ePortfolio preferences.
The problem occurs because the Crystal Analysis ActiveX code is absent from the settings_include.csp file.

New Behavior:

The missing code has been added, and this issue is resolved.

EROM Wizard

EROM Wizard

ADAPT00224618

Patch ID: 35833708

Description:

When using RAS 9 with Crystal Enterprise 9, users are unable to use the Group By Fields option to add detailed sorting, adding, or modifying capabilities to reports.

New Behavior:

This problem is resolved.

Formatting

ADAPT00187406

Patch ID: 35511910

Description:

When a report has the underlay feature enabled, it does not work properly with sections below the underlay that are conditionally suppressed.

New Behavior:

Fixed the algorithm on how to calculate the bottom of the section, when all the sections in between are suppressed. With the fix, the underlay feature works as expected.

Formulas

ADAPT00069723

Patch ID: 35744090

Description:

Crystal Reports will not refresh a report once the group selection formula is modified or deleted. To refresh the report, users must save, close, and then re-open the report.

New Behavior:

The problem is resolved.

ADAPT00197809

Patch ID: 35711824

Description:

When decimal numbers are stored as binary numbers, they are not always properly rounded.
The problem is that numbers are not rounded when formatted from three decimals to two decimals. For example, a decimal value of 0.915 may become 0.9149999999976 when stored as a binary number. This value is formatted as 0.915 when rounded to three decimal places. When rounded to two decimal places, the number is formatted as 0.91, rather than 0.92.

New Behavior:

Numbers are rounded to 15 significant digits before being rounded for formatting. This resolves the problem.

ADAPT00217519

Patch ID: 35762140

Description:

Reports based off Btrieve that are created in Crystal Reports 8.5 may crash, when opened and refreshed in Crystal Reports 9.0.
An index pointer sometimes references a non-existent range, and causes the crash.

New Behavior:

The range that the pointer searches through is fixed.

General Desktop Issues

General Desktop Issues

ADAPT00096113   Patch ID: 34980990

Description:

The Java viewer would recognize the null parameter value it received from the server, but it would return it as if it were an empty string. This problem only affected string parameters.

New Behavior:

Changes were made such that the promptex parameter value assignments are named and not numbered. If they are numbered, the Java viewer will assume that the print engine version is from a version that is prior to 8.0.

Java Applet Viewer

ADAPT00128662   Patch ID: 35036611

Description:

When a report has several fonts with empty face names, the Java viewer throws an exception when it attempts to examine the non-existent first character of one of the face names.

New Behavior:

The Java viewer now checks the length of the face name before examining the first character. If the face name is empty, the viewer will not try to read it.

Java SDK

ADAPT00206274   Patch ID: 35694659

Description:

When changing the data source location of a report using a RAS Java application, an RCAPI licensing error may occur.

The problem is caused by RAS Java-library dependent files that were not properly updated in prior releases.

New Behavior:

The necessary Java-library dependent files are included in this patch, and the RCAPI error no longer occurs.

Job Processing

ADAPT00126208   Patch ID: 35467697

Description:

When an attempt is made to schedule a report with a large number of embedded picklist values, the report would remain in a "Pending" status indefinitely.

New Behavior:

Under certain conditions, the Crystal APS would not load the processing information for these objects (with a large number of embedded picklist values) and, therefore, would not be able to process the report. A change has been made to always load this information for objects that are available to be processed.

Job Processing

ADAPT00182794 Patch ID: 35471444

Description:

When viewing or scheduling a report that contains a subreport based off an Oracle database that is using the Crystal native driver, the following error is returned under certain conditions: "Query Engine Error. File <pathname & filename>."

New Behavior:

A change has been made to the native Oracle driver to allow this connection to be made correctly.

ADAPT00185698 Patch ID: 35494895

Description:

A report that contains a linked subreport that is based on multiple data sources fails to run, when scheduled in Crystal Enterprise 9.0.

New Behavior:

Scheduling a report that contains a linked subreport that is based on multiple data sources now runs successfully in Crystal Enterprise 9.0.

Loading

ADAPT00186261 Patch ID: 35574980

Description:

A "Memory Full" error is generated when five or more threads are exported.

Exhausted GDI resources cause this problem. The total number of GDI objects that are available to all Windows applications is limited.

New Behavior:

To reduce the number of GDI objects used when exporting threads, GDI font objects are no longer created. The rationale is that no export dll uses GDI font objects. The problem is resolved.

Merge modules

ADAPT00195217 Patch ID: 35657828

Description:

When a Crystal Reports .NET application is deployed to Windows 98/ME, the application causes a system crash as it dynamically selects and prints to a network printer at runtime.

This problem is caused by a limitation of Windows 98/ME. Windows 98/ME does not allow applications to dynamically select and print to network printers.

New Behavior:

Although the application cannot dynamically select and print to network printers, the system no longer crashes. Instead, an exception error is displayed.

Microsoft Excel

ADAPT00190454   Patch ID: 35606551

Description:

If Show Labels is checked in a Cross-Tab, when the user exports to Excel 97-2000 or Excel 97-2000 Data Only, the export fails within Crystal Enterprise and Crystal Reports. This happens only on Windows 2000 or older.

New Behavior:

This problem is resolved.

ADAPT00202620   Patch ID: 35731312

Description:

Sometimes when exporting to Microsoft Excel 97 - 2000 format, certain cell blocks that are mapped to report objects fail to merge. This leads to inconsistent formatting when the report objects contain formatting, such as borders.

The problem is caused by an overflow error in the algorithm that merges cells together.

New Behavior:

The algorithm properly accounts for this overflow.

Microsoft Excel (Data Only)

ADAPT00160797   Patch ID: 35773944

Description:

When exporting to Microsoft Excel 97 - 2000 Data Only in Crystal Enterprise viewers, the following options are disabled: "Maintain Column Alignment," "Export Object Formatting," and "Export Images."

New Behavior:

Users can set registry subkeys that enable those options at runtime. The new registry subkeys, "MaintainColumnAlignment", "UseFormatInDataOnly", and "ExportImagesInDataOnly", are located at: HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\.
The default value for all three subkeys is blank, which allows the options to remain disabled, until each subkey is manually set.

Known Limitations:

The Page Server must be run in a domain account to have access to the CURRENT_USER registry tree, where the three new subkeys are stored. If the Job Server is run in the same domain account, the values for these options will override any of those set at schedule time for scheduled Microsoft Excel data only instances.

ADAPT00177002   Patch ID: 35508621

Description:

When exporting a report through the RDC, a crash occurs if the report contains a Cross-Tab with suppressed Grand Totals.

New Behavior:

The problem is now fixed.

Microsoft Excel (Data Only)

ADAPT00178174

Patch ID: 35489370

Description:

Users who export to Microsoft Excel Data Only, from a Crystal Enterprise viewer, need to disable the Simplify Page Headers option, so that page headers are exported in full. That option is not available.

New Behavior:

A registry subkey has been added to enable or disable the Simplify Page Headers option when exporting to Microsoft Excel Data Only. The subkey is HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\SimplifyPageHeader and the acceptable values are Yes/No or True/False. When this subkey is set to "No", page headers are exported in full when exported to Microsoft Excel Data Only format.

Known Limitations:

When this key exists, it will override the Simplify Page Header option selected at schedule time in ePortfolio (in Crystal Enterprise 9.0 and higher). Also note that the Page Server and Report Job Servers (for viewer exports and scheduling) will have to be run under a domain account, to access the registry for this key.

ADAPT00178212

Patch ID: 35511837

Description:

Suppressed objects in a report lose their positioning when the report is exported to Microsoft Excel Data Only format.

New Behavior:

A registry subkey has been added to allow backwards compatibility with older versions of the Microsoft Excel export dll. This key controls whether the position of suppressed objects is maintained when the report is exported to Microsoft Excel Data Only format. The key is HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\IgnoreSuppressedObjects. Its default value is "Yes". Setting this subkey to "No" preserves the position of suppressed objects.

Known Limitations:

Currently, if the suppressed objects exist only in the page header, and the column width of the export is based upon the details section, the positioning of those suppressed objects are not exported. This is because the "Column width based on <report section>" export option controls the amount of cell space to accommodate suppressed objects in the report. To solve this problem, base the column width of the export on the page header section.

Object import

ADAPT00099668

Patch ID: 35818448

Description:

The contents of subfolders are lost after user names and their folders are imported from Crystal Enterprise 8.5 into Crystal Enterprise 9.

New Behavior:

This problem is resolved.

Object import

ADAPT00168377   Patch ID: 35521298

Description:

After using the Crystal Import Wizard to import a report from Seagate Info 7.5 into Crystal Enterprise 9.0, ePortfolio and the Crystal Management Console do not display the instances of that report in correct order.

New Behavior:

A reports imported instances now displays in the correct order when viewed through the ePortfolio or Crystal Management Console.

Object management

ADAPT00163000   Patch ID: 35572469

Description:

The "modified date" for a Crystal Analysis object is not updated when the object is updated. For example, when a chart is added or the data source details are changed, the "modified date" remains unchanged.

New Behavior:

The Info Object property is updated along with the files in the File Repository Server. This also updates the SI_UPDATE_TS, to update the values for "modified date." The problem is resolved.

ADAPT00207318   Patch ID: 35768326

Description:

Crystal Enterprise throws the following error when a custom database is used for a native Sybase report based off a stored procedure: "Crystal Reports Print Engine Error: Unable to retrieve Object. Crystal Reports: Print Engine Error". This error is thrown regardless of whether the "Use custom database logon information" option is enabled.

New Behavior:

The problem is resolved.

ADAPT00216426   Patch ID: 35811892

Description:

There is a problem when importing a report object from Crystal Enterprise 8.5 to Crystal Enterprise 9, if the object contains the "Prompt the user for new value when viewing" option. If that option is checked, it is no longer checked after the import.

The cause of the problem is that the user prompt setting is not preserved when info objects are updated.

New Behavior:

This problem is resolved.

Object model

ADAPT00180472   Patch ID: 35499025

Description:

The description fields for a report that was designed in Crystal Reports 8.5 may be truncated, if the report is viewed in Crystal Reports 9. This problem is more serious for users who have reports packaged by an application that does not allow users to adjust the size of fields in the reports.

In a related problem, fields are not truncated when the "Can Grow" feature is disabled. If the user exports a report to HTML from Crystal Reports, or views their report through the DHTML, Java, or ActiveX Viewer in Crystal Enterprise, the setting for the "Can Grow" feature is ignored; the field grows to accommodate the full length of the string.

New Behavior:

Field descriptions are no longer truncated. In order to truncate the fields when the "Can Grow" feature is disabled even in the viewers, set the following registry subkeys to "Yes".

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\SavedData\TruncateClippedFieldStrings
HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Crystal Reports\SavedData\TruncateClippedFieldStrings

Note that this may lead to misleading data in the viewers due to truncation so only use this regkey when you are absolutely sure there is no misleading data in your report.

Known Limitations:

When the length of text is larger than its encompassing <div> tag width the viewer may split the string field with a dash or parentheses. Due to this procedure, any text with dashes or parentheses that should be truncated will have the string wrapped to the next line instead of being truncated. In that case, the solution is to widen the field.

ADAPT00189873   Patch ID: 35519992

Description:

When many concurrent users export to PDF format through the ASP Report Server, the DLLHost.exe crashes. This causes IIS to hang or crash.

New Behavior:

A threading issue in the Export Modeller has been resolved to fix this issue.

ADAPT00207059   Patch ID: 35693273

Description:

If a report in a C++ application contains conditionally suppressed subreports, and the report is viewed repeatedly, the application hangs.

The problem is caused by a fault in the handling for multi threads.

New Behavior:

A new registry subkey switches on the handling of multi-threading, which solves the problem. To switch on multi-thread handling, set HKEY_CURRENT_USER\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\Database\DAO\IsThreadSafe to "Yes."

ADAPT00208878   Patch ID: 35688599

Description:

When load testing an RDC/ASP application that exports a simple report to PDF format, a warning appears in the system log of the Event Viewer: "Out of process application 'lm/w3svc/1/root/test' terminated unexpectedly".

New Behavior:

This problem is resolved.

ADAPT00218814   Patch ID: 35776570

Description:

Passing an ADO recordset to a report in a VB application causes a crash.
Data fields in the DataSet are mapped incorrectly. This causes the crash.

New Behavior:

The link mapping to the report has been corrected.

Package

ADAPT00188714   Patch ID: 35577693

Description:

The Web Connector incorrectly terminates the Web server, when the Web Component Server is automatically disabled when the user accesses the Crystal Management Console. In that event, a connection failure exception is thrown. This problem occurs only on Microsoft Windows XP.

New Behavior:

This problem is resolved.

Platform .NET SDK

ADAPT00149340   Patch ID: 35213550

Description:

A .NET application cannot connect to the Report Application Server (RAS) when communicating through a Network Address Translation (NAT) protocol.

The problem is that RAS is unable to specify a port, because RAS does not support the port command-line argument.

New Behavior:

RAS supports the port command-line argument. Any .NET application can use the specified port to connect to RAS through NAT.

ADAPT00187073   Patch ID: 35566381

Description:

When passing a parameter value to an Enterprise report through a .Net application, the error message "You are not licensed to use the Report Application Server's report creation API" is returned, even though the value has been set in the CMC.

New Behavior:

The method of modifying the parameter value checked for both a RCAPI license and user rights; however, only user rights are required. Verification of a RCAPI license has been removed; now only viewing rights are checked. This problem is resolved.

ADAPT00192747

Patch ID: 35808296

Description:

Single sign-on fails for NT authentication. This problem occurs on Windows 2003.

The problem is that IIS uses the Network Service Account for its account on Windows 2003, rather than the Local System Account that IIS used on earlier versions of Windows. The Network Service Account fails to provide access to the SID for the local host; therefore, the single sign-on fails. Then, a check in the Web Connector fails to determine if groups in the logon token are local or remote (domain). As a result, the Web Connector incorrectly flags all groups as local for the NT authentication plug-in.

New Behavior:

This problem is resolved.

ADAPT00197176

Patch ID: 35720426

Description:

When using a custom .ASP script, under certain circumstances a Session Manager exception is thrown while the user logs in to Crystal Enterprise.
The problem is caused by the way in which the thread library handles static thread groups.

New Behavior:

The problem is resolved.

ADAPT00201753

Patch ID: 35764436

Description:

In a clustered CE environment, concurrent user licenses are not released when the logoff() method of the EnterpriseSession is called. The problem is caused by the clustered Automated Processing Scheduler (APS). The APS is not aware of the server tokens, because the tokens are not shared and do not contain enough information to update each of the APS's in the cluster. This occurs only in clustered environments.

New Behavior:

The concurrent user license logic in the cluster has been updated to correct this issue.

Push Down

ADAPT00174382

Patch ID: 35471664

Description:

When the option "Use Indexes or Server for speed" is selected and certain selection criteria is used, it is possible that the report designer will crash.

New Behavior:

A change has been made to the indexing model to perform as expected for each type of query.

ADAPT00176367

Patch ID: 35687442

Description:

When viewing an ADO report over the RAS COM SDK, the data in the BLOB fields fail to appear, and are left blank. No error message is displayed to alert the user to this problem.

New Behavior:

This problem is resolved.

ADAPT00177456

Patch ID: 35491848

Description:

The user selects a field in the AdHoc application, to add data to a report. If the report contains approximately 80 - 90 fields, the error "Invalid Field Name" is received.

New Behavior:

When a user selects a field in the AdHoc application to add to a report from a data source, the error "Invalid Field Name" is no longer received, regardless of the number of fields used in the report.

ADAPT00180482

Patch ID: 35471575

Description:

When the option "Use Indexes or Server for speed" is selected and certain selection criteria is used, it is possible that incorrect data will be returned.

New Behavior:

A change has been made to the indexing model to return the correct data for each type of query.

ADAPT00218755

Patch ID: 35821386

Description:

Certain ODBC drivers are unable to locate the proper table to use in the "From" clause for the database, when handling constant SQL expressions in Crystal Reports 9.

New Behavior:

A registry subkey can be set to a placeholder table name. This table name is used in the From clause when evaluating the SQL expression, to resolve the problem.

Query Builder

ADAPT00182038

Patch ID: 35507631

Description:

Option required in Crystal Reports 9 to not allow quotes in SQL Statements.

New Behavior:

A registry string value called "NoQuotes" has been added: HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\Database\QueryBuilder\NameBuilder. This string should be created in lists drivers that do not support quoting of identifiers in SQL statements.

Known Limitations:

Fields with spaces contained within them require quotes; therefore, set the value to allow quotes.

Query Engine

ADAPT00211402

Patch ID: 35739157

Description:

Crystal Reports 9 crashes when reporting off complex Crystal Query files.
Complex Crystal Query files often contain more than 40,000 characters. The larger number of characters create an overflow in the memory allocator, and causes the crash.

New Behavior:

The type of the memory allocator function has been changed from 16-bit to 32-bit. This problem is resolved.

Reliability

ADAPT00199586

Patch ID: 35788038

Description:

When exporting to Microsoft Excel (Data Only) from a Crystal Enterprise viewer, the Page Server consumes memory and does not release it until the service is restarted.

New Behavior:

Several memory leaks in the Unicode conversion layer are fixed. Also fixed are memory leaks in the Microsoft Excel data only format options, Export Images, and Export Object Formatting.

Known Limitations:

Note that two options need to be set from the registry keys that control exporting from viewers (see ADAPT 160797).

Report Accuracy

ADAPT00227319

Patch ID: 35856197

Description:

When a field is added to a report's Details section, the user's default system locale is ignored and its Date format is always set to "Month/Day/Year."

New Behavior:

This problem is resolved.

Report presentation

ADAPT00190526

Patch ID: 35576528

Description:

The stop button must be clicked twice to stop formatting a report in the viewer.
This behavior is caused by the search feature not being cancelled. When navigating from the group tree to search for a record, no check is performed to see if the search has been cancelled. If the search is cancelled, the current page tries to print anyway, and this triggers an additional attempt to format.

New Behavior:

When the search is cancelled, it is cancelled immediately.

Report presentation

ADAPT00216467   **Patch ID: 35732710**

<u>Description:</u>

If the user closes Crystal Reports while a report is loading, the system crashes.
The crash occurs when the report engine is closed while still in operation.

<u>New Behavior:</u>

The fix includes a check to ensure that the report engine has time to finish its operation before Crystal Reports is closed.

Report processing

ADAPT00140232   **Patch ID: 35154300**

<u>Description:</u>

In Crystal Enterprise, an error appears when users view a scheduled instance of a report, if the report contains a subreport in a conditionally suppressed report section. The error, "Cannot Open SQL Server", appears when the subreport contains specific record selection formulas that restrict the amount of data to be contained in the subreport.

The problem is caused by the section restriction in the report and the selection formula in the subreport. No saved data is generated for the scheduled instance. Because CE is unable to find data for the subreport, it throws the error.

<u>New Behavior:</u>

This problem is resolved.

<u>Known Limitations:</u>

Report instances that were created before the patch is applied continue to display the error when viewed. Only new instances created after the patch has been applied can display without error.
Also, this fix does not work for subreports that are hidden and conditionally suppressed (drill is down ok for unsuppressed instances).

ADAPT00146407   **Patch ID: 35286714**

<u>Description:</u>

A "Drill Down Not Possible" error message sometimes appears when attempting to drill down on a report in CE.

<u>New Behavior:</u>

An error message no longer appears when attempting to drill down on a report in CE. The data is displayed normally.

ADAPT00159338   Patch ID: 35320881

Description:

When a page formatter that uses placeholder objects encounters a placeholder that interrupts it (such as a subreport or a cross-tab), it continues to format further sections of the page. This behavior can create problems. For example, if the subreport or cross-tab object shares values that are used in the report, the sub-report or Cross Tab may modify those values in the report; therefore, the values that the page formatter changes may be invalid.

The page formatter also attempts to format the page footer, even when interrupted by a subreport or Cross-Tab. It also attempts to format the page header, when the report header is very large, but leaves enough room to fit the page header.

New Behavior:

The page formatter no longer formats the page footer when interrupted by a placeholder object (subreport or Cross-Tab).

Known Limitations:

This fix restricts page formatting not only on the footer of the report, but also on the entire report. The page formatter no longer formats any report that contains subreports or cross-tabs.

ADAPT00182924   Patch ID: 35522733

Description:

When saving reports that contain zero-use count fields, a CRPE query engine error (707) is returned. Zero-use count fields are unused database fields, which should be removed when the report is saved, to avoid throwing an error message.

New Behavior:

New code allows these invalid fields to be ignored when the report is saved.

ADAPT00203824   Patch ID: 35690299

Description:

When the user creates and then refreshes a report using the crpe32.dll API, parameter prompts are displayed in the Crystal Reports UI, rather than the Peoplesoft UI.

New Behavior:

This problem is resolved.

ADAPT00206726   Patch ID: 35683351

Description:

An error occurs in Crystal Reports 9 when the users opens certain reports, clicks the Design tab, and then clicks the Preview tab. This occurs with reports designed in Crystal Reports 8.5 that are based off a dictionary file.

The problem is caused by an internal function that evaluates on-demand formulas, which incorrectly sets the print state.

New Behavior:

This problem is resolved.

Report processing

ADAPT00209007   Patch ID: 35822247

Description:

When trying to schedule or view a report on-demand in Crystal Enterprise 9, after all parameters are set and grouping on server is turned on, the following error appears: "The request could not be submitted for background processing. File xxxxxxxxx.rpt Unable to retrieve object."

New Behavior:

This problem is resolved.

ADAPT00214552   Patch ID: 35743518

Description:

Data is missing from certain rows when using the latest version of crpe32.dll

New Behavior:

This issue is resolved.

Repository migration

ADAPT00042661   Patch ID: 35813863

Description:

The Crystal Import Wizard does not import preferences that are set inside ePortfolio.

New Behavior:

The Crystal Import Wizard imports ePortfolio settings from user info objects, which include preferences that are set in ePortfolio.

Repository Operation

ADAPT00186943   Patch ID: 35534188

Description:

When using the Import Wizard, the associated report objects instances SI_ID changes during import to the new system; however, the SI_LAST_SUCCESSFUL_INSTANCE_ID property for the imported report objects is not updated.

New Behavior:

A change has been made to allow the SI_LAST_SUCCESSFUL_INSTANCE_ID property to be updated appropriately for all imported report objects.

Scheduling destination

ADAPT00135246   Patch ID: 35178989

Description:

The semi-colon (;) was the only separator allowed for separating email addresses when a user scheduled a report to a SMTP destination.

New Behavior:

This is an enhancement to allow a comma (,) to be a valid email address separator when a user schedules to a SMTP destination.

ADAPT00224390

Patch ID: 35838516

Description:

In ePortfolio, when scheduling to SMTP, reports fail to send to addresses that are in the CC field. The cause of the problem is that the addressing formula adds an extra space when a semi-colon is used as the delimiter.

New Behavior:

An extra space is eliminated from the addressing formula, to ensure that a semi-colon (;) is used as the delimiter, rather than a semi-colon and a space (;).

SDK

ADAPT00194363

Patch ID: 35560939

Description:

The report designer crashes when a report uses a decimal numeric currency field, and runs off a Sybase server. When such reports are viewed over Crystal Enterprise, sometimes the report designer receives the error "Cannot submit for background processing." Also, if Crystal Reports 8.5 receives an OnWinIniChange message while accessing the final page on a report, it crashes.

These problems are caused by an insufficient data size for decimal numeric currency fields.

New Behavior:

The data size has been doubled to 8 bytes for the following Sybase data types: CS_MONEY_TYPE, CS_MONEY4_TYPE, CS_REAL_TYPE, CS_FLOAT_TYPE, CS_DECIMAL_TYPE, and CS_NUMERIC_TYPE. With this increase in the data size, the crash no longer occurs. Also, code has been added to ignore the OnWinIniChange message and prevent a crash.

ADAPT00194820

Patch ID: 35586459

Description:

The default isolation level for database reads in Crystal Reports 9.0 is set to Read Committed. This level is unchangeable and does not maintain backwards-compatibility with Crystal Reports 8.5, whose default isolation level was "Read Uncommitted".

New Behavior:

The default isolation level remains set to Read Committed; however, a registry string value has been added to allow users to set the isolation level. This subkey is located at HKCU(or HKLM)\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\IsolationLevel. The values recognized are: 1 (Read Uncommitted), 2 (Read Committed), 4 (Repeatable Read), and 8 (Serializable). The default value is 2.
In Crystal Reports for Visual Studio .NET (including 2003), the registry subkey is located at HKCU(or HKLM)\Software\Crystal Decisions\Crystal Reports\Database\ODBC\IsolationLevel.

ADAPT00207755

Patch ID: 35692533

Description:

When using a custom-branded Data Direct Wire Protocol version 4.2 ODBC driver for Oracle in Crystal Reports 9, reports cannot be refreshed. If an attempt is made to refresh a report that uses this driver, an error is returned stating that the table does not exist.

New Behavior:

This problem is resolved.

SDK

ADAPT00219113   Patch ID: 35863694

Description:

When viewing a report that contains three linked tables that are based on SQL server over a JDBC connection, if the join conditions include a Left Outer, Right Outer or Full Outer Join, a query engine error appears.

The problem is caused by the outer join escape sequence used in both JDBC and ODBC. Because the escape sequence is no longer accepted by JDBC or ODBC, the error is thrown.

New Behavior:

This problem is resolved.

Separated values

ADAPT00211957   Patch ID: 35725068

Description:

When users export a report to CSV format, the page header appears at the beginning of every record, rather than at the beginning of the CSV file. Also, if the Details section is suppressed on a report that has grouped data, and more than one Details section appears for a specific group, the Group Header is repeated for each detail line when the report is exported to CSV format.

New Behavior:

Two registry subkeys must be created manually using the Registry Editor if they don't already exist:

• HKEY_CURRENT_USER\Software\Crystal Decisions\8.5\Crystal Reports\Export \CSV

• HKEY_LOCAL_MACHINE\Software\Crystal Decisions\8.5\Crystal
Reports\Export\CSV

2. Create an entry named 'AreaExportOptions' (type DWORD).

3. Set the value to 1 to prevent the page header from appearing for each record.
=====================

For Crystal Reports, the designer searches for the HKEY_CURRENT_USER subkey first, followed by the HKEY_LOCAL_MACHINE subkey. The value at the HKEY_CURRENT_USER subkey takes precedence over the HKEY_LOCAL_MACHINE subkey value.

For Crystal Enterprise, only the HKEY_LOCAL_MACHINE subkey is used.

To update the Patch for UNIX, do the following:
1) Apply the patch.
2) Under the Crystal directory, go to the enterprise/generic folder and run: "./configpatch.sh adapt211957.cf".
The option on the server is updated, after the patch has been fully installed. For all patches, only HKEY_CURRENT_USER is created.

Server functionality

ADAPT00185943   Patch ID: 35518064

Description:

Report that uses the RAS SDK fails to save, after a chart within the report has been modified.

New Behavior:

A validation error when saving the report has been resolved.

ADAPT00197602
Patch ID: 35627158

Description:

Parameter value descriptions are lost when a parameter is modified with RAS SDK.

New Behavior:

To avoid this problem, set the default value description in CReportHandler::setParameterFieldValueInfo.

ADAPT00197609
Patch ID: 35650616

Description:

In the RAS SDK, after the user modifies a Top-N chart in a report, and then saves the report, the chart is no longer Top-N. The chart should only change from Top-N when the chart definition is modified.

The cause of the problem is that, when saving a modified chart, the RAS SDK removes and replaces all of the chart information, including the chart definition. The system reads the chart definition as modified, and then changes the chart from being Top-N.

New Behavior:

With this fix, RAS will no longer change the chart from being Top-N, unless the user changes the chart definition.

Known Limitations:

Changing a condition field will still cause a loss of the Top-N information, because the chart definition object lacks the necessary Top-N information interface.

ADAPT00199835
Patch ID: 35652214

Description:

A report containing a chart object cannot be saved, after the chart object's summary field has been modified through RAS.

The method of saving modifications to chart object does not properly update other dependant fields when the summary field is changed.

New Behavior:

This problem is resolved.

ADAPT00216477
Patch ID: 35744494

Description:

When viewing reports that maintain parameters in subreports, the Report Application Server (installed on a stand-alone machine) prompts twice for the parameters. This problem only occurs with rptcontrollers.dll versions 9.2.2.255 to 9.2.2.447.

New Behavior:

The problem is resolved.

ADAPT00219974
Patch ID: 35779932

Description:

When modifying a report in ePortfolio, previous sorting fields may be missing.

New Behavior:

The problem is resolved.

Server management

ADAPT00213468
Patch ID: 35758304

Description:

After applying the APS patch to Crystal Enterprise 9 on Windows NT4, LDAP authentication does not work in Crystal Reports 9.

New Behavior:

The Microsoft Installer (.msi) for LDAP is fixed to extract the latest secLDAP.dll on Windows NT4, which allows LDAP authentication.

Text

ADAPT00200438
Patch ID: 35630878

Description:

Blank lines are inserted into exported text, if the exported text object contains more than 255 characters.

The problem is caused by a fault in the height approximation for text / field objects.

New Behavior:

In general, the text approximation of object position & height for report objects is more accurate.

Known Limitations:

This fix is limited by other settings that users can adjust on report objects. For example, if the "Can Grow" feature has been switched off for a report object, that object may become truncated, depending on the settings made for object's field width and "CPI layout." If truncation occurs, users can increase the field width and "CPI layout" settings during export, or turn on the "Can Grow" field property for the truncated object.

Text objects

ADAPT00186336
Patch ID: 35499814

Description:

The PEDeleteText API in CRPE does not correctly delete the substring of the target string.

New Behavior:

The start and end positions of the substring to delete follows 0-based indexing into the target string. If the start and end positions of the substring are 0, then the helper function deletes the first character in the target string. If the end position is past the end of the target string, the entire target string is deleted.

User management

ADAPT00188226
Patch ID: 35524063

Description:

When a user logs on to the Crystal Enterprise environment using Windows Active Directory authentication, the logon fails when the Active Directory user belongs to many Active Directory groups.

New Behavior:

This occurred when the token returned to Crystal Enterprise from Active Directory was greater than 4k in size. A change has been made to allow a larger token to be received, therefore allowing the logon to succeed.

Verify

ADAPT00191747   **Patch ID: 35685394**

Description:

When users upgrade reports from Solution Kit 2.5 to Crystal Enterprise Solutions Kit for Baan 9.0, the driver maps unsuccessfully, and then throws an error.
The problem is caused by an error in the mapping code.

New Behavior:

This problem is resolved.

ADAPT00195379   **Patch ID: 35625948**

Description:

When a report that is based on a DB2 stored procedure is scheduled through Crystal Enterprise, and a custom database login is used, the report scheduling fails and generates a query engine error.

The problem is caused by prompts that are set incorrectly when the custom database option is used.

New Behavior:

This problem is resolved.

ADAPT00099166   Patch ID: 34952544

Description:

In the Report Application Server 9.0 Web Report Design Wizard, when a user previews a report after adding a field, clicking on Next Step generates an error and the user is unable to proceed.

New Behavior:

The problem is caused by an inconsistency between code page sessions. The user is now able to proceed with report designing after previewing.

ADAPT00099168   Patch ID: 34953576

Description:

In the Report Application Server 9.0, an error occurs when attempting to preview a report after adding a summary field through the Web Report Creation Wizard.

New Behavior:

The problem is caused by an inconsistency between code page sessions. The user is now able to preview a report after inserting a summary field.

ADAPT00102685   Patch ID: 35006422

Description:

The COM driver mixes up string parameter values that are being passed to the COM provider. For example, if there are two parameters that hold values "abc" and "xyx", the memory is not handled correctly such that the resulting two parameters contain values of "xyz" and "xyz".

New Behavior:

Memory is now allocated for string parameters. The driver can now handle multiple string parameters correctly.

ADAPT00105660   Patch ID: 34901473

Description:

The digital signature for the Crystal Enterprise Report Viewer expired on August 29, 2002.

New Behavior:

The digital signature for the Crystal Enterprise Report Viewer has been extended to September 5, 2003.

ADAPT00126045   Patch ID: 35088707

Description:

When users try to add a dimension slice with a dimension name containing the "!" character, an error occurs: "Table cannot be found."

New Behavior:

The problem is caused by the query engine as it replaces invalid characters ("!" in this case) with a "_". These special characters are now properly handled and the algorithm will not fail.

ADAPT00129170   Patch ID: 35035285

Description:

Users are unable to report off of a PostgreSQL database. A connection can be made to the database, but corrupted names will appear instead of the actual table names, and trying to use one of these tables displays a "no items found" message.

New Behavior:

The PostgreSQL uses memo as the type for table names and column names. Binding size is done in order to accommodate this change to the memo field. Users can now report off of a PostgreSQL database.

ADAPT00129588   Patch ID: 35051048

Description:

Under certain circumstances, a report may have poor query performance if there is no data filtering being done by the data source. The scenario is as follows: a Crystal Reports 9.0 report that uses a Crystal dictionary file to access its data source has a record selection formula that reduces the size of the record set being queried. This is supposed to generate a "WHERE" clause in the SQL statement that is being passed to the data source. When analyzing the SQL statement that is being passed, there is no "WHERE" clause generated. Therefore, all record filtering is being done by Crystal Reports, which can affect performance.

New Behavior:

On a Crystal Reports 9.0 report that uses a Crystal dictionary to access its data source and has a record selection formula to minimize the record selection, the "WHERE" clause is now generated as part of the SQL statement. When applicable, the record selection is now filtered at the data source.

ADAPT00130619   Patch ID: 35043372

Description:

If a user does not select a combo-box control, the edit text value in the combo box is treated like a parameter value. This behavior is incorrect because the edit text value may be a description and not the current parameter value.

New Behavior:

A change has been made so that when the combo box is initialized, the current value and the actual values stored in the combo box are compared. If a current value exists, that value is set as the selection in the combo box.

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

ADAPT00131746   Patch ID: 35145868

Description:

In Crystal Reports 9.0, it was no longer possible for a user to report off JD Edwards data sources via the JD Edwards ODBC driver (ODA). The problem was that the Crystal Reports ODBC library expected names to be either fully qualified, or not qualified (where fully qualified names contain both the user and the database names). JD Edwards, however, only qualifies with the environment name (the database name) and the ODBC library could not recognize such data sources.

New Behavior:

The qualifier for JD Edwards data sources has been disabled. Doing so allows reporting off JD Edwards data sources again as non-qualified names.

ADAPT00133893   **Patch ID: 35113756**

Description:

Reports cannot be scheduled if a parameter field is null or empty.

New Behavior:

A new registry subkey allows users to specify that a parameter value be set to null or [empty] and enables Crystal Enterprise to schedule reports that have use those values:

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Enterprise\Desktop Plugins\CrystalEnterprise.Report\SetEmptyParamValue

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Enterprise\Desktop Plugins\CrystalEnterprise.Report\SetEmptyParamValue

Set the registry subkeys to "yes" (case sensitive) to set the blank parameter fields to a value of [null]. Set the registry subkeys to "no" (case sensitive) to set the blank parameter fields to [empty]. Set the registry subkeys to "zero" to set the parameters to their default values.
The registry subkeys are not required for the Crystal Enterprise XI registry key.

Known Limitations:

On UNIX, users must go to enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh adapt133893.cf

At the prompt, choose option 1 to update the settings.

ADAPT00135527   **Patch ID: 35094529**

Description:

When using Crystal Reports 9 to view or create new reports off of Crystal Reports 8.5 dictionaries that have special character aliases (such as "/" or "-"), the error "Failed to Open Rowset" will appear and the report will not generate.

New Behavior:

Crystal Reports 9 now has no difficulties viewing or making new reports off of Crystal Reports 8.5 dictionary files that have special character aliases.

ADAPT00137348   Patch ID: 35161746

Description:

When a cluster member is disconnected from a cluster because of network or system failure, the system runs slower for the members that remain connected. Regular performance does not resume until the removed member is reconnected, or until the machine hosting the remaining members is rebooted.

The performance loss is directly affected by the value that is set for the -jstimeout switch.

New Behavior:

When a member is disconnected, regular performance for the remaining members now returns within five minutes, provided the value for the -jstimeout switch is manually set to 120000 on the APS command line. Scheduled jobs commence within two minutes during the recovery period.

Known Limitations:

1) If the value for -jstimeout is not adjusted, users may experience job-scheduling delays up to 20 minutes long.
2) Before reconnecting the machine to the cluster, stop all services on the disconnected machine. After reconnecting, start the services as usual.

ADAPT00137921   Patch ID: 35124002

Description:

When a report is based on a Java bean data source created with forward-only cursors, no data is returned.

New Behavior:

Java bean data sources created with forward-only cursors are now valid data sources.

ADAPT00145033   Patch ID: 35308234

Description:

The Tab-Separated Value and character-Separated Value export formats in Crystal Reports and Crystal Enterprise do not repeat group names or subtotals at each row. That causes the delimited data to be improperly aligned when the data is exported to Excel.

New Behavior:

The Tab-Separated Value and Character-Separated Value export formats have been fixed so that data is now properly aligned when exported to Excel.

ADAPT00146098   Patch ID: 35238075

Description:

Exporting to ODBC from Crystal Reports generates an error message if the report contains a group.

New Behavior:

A flag has been added to recognize exports to Microsoft SQL Server and Oracle ODBC data sources. This resolved the issue so that no error will occur.

ADAPT00148561   Patch ID: 35208329

Description:

Reporting off stored procedures on DB2/OS390 through a native connection failed with the error message "[IBM] [CLI] [DB2] SQL4040N No function by the name 'StoredProcName' having compatible arguments was found in the function path sqlstate=42884."

New Behavior:

The connection logic has been changed to use fully qualified names. Reporting off stored procedures through a native connection to DB2/OS390 can now be performed without error.

ADAPT00149139   Patch ID: 35222491

Description:

In the Crystal Management Console, database logon information would not take effect after specifying the custom database logon information using crdb_ado.dll.

New Behavior:

After changing the logic to pass provider information from the original connection to the new connection, the custom database logon information, using crdb_ado.dll, will function normally.

ADAPT00151517   Patch ID: 35218973

Description:

When attempting to report from a Lawson OLE DB provider, the following errors are returned:
"Failed to open Row Set"
and
"Query Engine error: Error Code: 0x800a0bb9
Source: ADODN.Command
Description: Arguments are of the wrong type, are out of acceptable range, or are in conflict with one another."

New Behavior:

A modification was made to the command type used when reporting from a Lawson OLE DB provider. These errors should no longer be returned.

ADAPT00151680   Patch ID: 35370243

Description:

Parameters from selection criteria are not passed to the Lawson OLEDB driver.

New Behavior:

This problem is resolved.

ADAPT00161192   Patch ID: 35406755

Description:

When designing a report using a Gupta SQLBase ODBC driver, the following error is returned: "Failed to open Rowset. Details: HY000 [Gupta][ODBC][SQLBase] 00901 PRS CNE Command not properly ended."

New Behavior:

This database ODBC driver has now been added to the list of drivers that support the Oracle join syntax. This error will no longer occur.

ADAPT00163173

Patch ID: 35351471

Description:

The updated filter for the selection formula is not applied when the setViewTimeSelectionFormula method of the Java ReportExportControl is used to change the Selection Formula of a report.

New Behavior:

The setViewTimeSelectionFormula method of the Java ReportExportControl now correctly applies the selection formula.

ADAPT00165288

Patch ID: 35380552

Description:

The report designer crashes when it makes a native connection to a hidden Lotus Notes database in Crystal Reports 9.

New Behavior:

The report designer now functions correctly when it makes a native connection to a hidden database.

ADAPT00167092

Patch ID: 35371060

Description:

When you use the Critical Path Directory Services to map an LDAP group, the system returns following error: "Error updating LDAP properties: The secLdap plugin failed to get the dn for the group."

The problem is that the Critical Path Directory Server returns attribute names with mixed case; however, the secLDAP plugin is case sensitive-- it reads attribute names in lower case only.

New Behavior:

The secLDAP plugin has now been changed to read mixed case in attribute names.

ADAPT00167206

Patch ID: 35430976

Description:

If a report contains repository items and the report is refreshed, any repository items that are located within a subreport are not updated. However, the repository items in the main report are updated.

New Behavior:

A change has been made to allow the repository to update objects in subreports as well as objects in the main report.

ADAPT00169808

Patch ID: 35387778

Description:

When you use the Java SDK for Crystal Enterprise 9.0 to schedule to an FTP destination, the system generates a successful instance but does not generate an rpt file on the specified FTP Server.

New Behavior:

The rpt file is now generated on the FTP server, when you use the Java SDK for Crystal Enterprise 9.0 to schedule to an FTP destination.

CE90WIN_EN_SP1

ADAPT00171684   Patch ID: 35363814

Description:

When you change the location of a table at runtime, the procedures that are stored in the database execute, although they have parameter values that are "null".

New Behavior:

The RDC logic now does not verify ADO recordsets, or execute procedures that are stored with parameter values that are "null". The problem has been fixed.

ADAPT00177444   Patch ID: 35431148

Description:

Selection formulas fail when double forward slashes (//) are passed through a processing extension.

New Behavior:

The problem is now fixed.

ADAPT00180218   Patch ID: 35430550

Description:

Crystal reports that use query, Dictionary or Info View files as data sources cannot be published in the Crystal Enterprise environment.

New Behavior:

Crystal Reports customers have been provided the ability to utilize the reports that they have designed using queries and Dictionaries in Crystal Enterprise. Please read the "Crystal Query and Dictionary Support" document for more details.

.Net viewers

ADAPT00102129   Patch ID: 35130937

Description:

When exporting a report that contains any large, dense text objects or memo fields to PDF format, the right-hand side of the objects or fields is truncated in the resulting PDF document. This problem occurs in both Crystal Reports 9.0 and Crystal Reports .NET.

New Behavior:

The method of retrieving font metrics for text objects was the cause of this problem. The method has been modified such that it retrieves a slightly smaller font size which, in turn, enables the text to fit within the text object.

.NET WCA

ADAPT00131741   Patch ID: 35103929

Description:

When using the ISAPI Web Connector, if the total size of cookies under a particular cookie path exceeds 4k, then no cookies are returned to the Web Component Server.

New Behavior:

When using the ISAPI Web Connector, multiple cookies under the same cookie path can now exceed 4k, but individual cookies must not exceed 4k. If a cookie is larger than 4k, the ISAPI filter truncates the cookie at 4k before returning it to the Web Component Server.

ActiveX Viewer

ADAPT00097640   Patch ID: 34926981

Description:

When a report is created with a "Range Value" and a "Force Uppercase" Edit Mask, the user cannot enter anything into the dialog box when the ActiveX viewer prompts for parameters. This only occurs when the report is viewed with the ActiveX viewer.

New Behavior:

All Edit Mask enabled reports now work with the ActiveX viewer in Crystal Enterprise.

ADAPT00121465   Patch ID: 34996445

Description:

The Netscape Navigator plug-in viewer appears to hang in Netscape 6.2.3.

New Behavior:

The Netscape Navigator plug-in works more reliably against all servers, regardless of how they are configured.

ADAPT00122646   Patch ID: 35064212

Description:

When viewing a report using the ActiveX viewer on a Microsoft Windows 98 Second Edition client, the ActiveX viewer fails to install. The ActiveX viewer's .cab file is correctly downloaded, but the viewer is not installed on a browser. A typical error the client may receive is: "The Crystal ActiveX Viewer is unable to create its resource objects."

New Behavior:

The ActiveX viewer now installs correctly on client machines running Window 98 Second Edition. The Windows 98 client machine can now view reports using the ActiveX viewer.

ADAPT00128422   Patch ID: 35062905

Description:

The ActiveX viewer does not print the second column of a multi-column report if the column is not within the width of the first page.

New Behavior:

The adjust-to-fit logic will be turned off if the page layout cannot be adjusted to fit onto one page (this is done so that multiple pages print properly).

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

ADAPT00132278   Patch ID: 35089541

Description:

When RAS 9 is installed on a Traditional Chinese operating system, the Export dialog box in the ActiveX viewer displays German instead of English.

New Behavior:

The Export dialog box in the ActiveX viewer now displays English instead of German if the operating system's language is not supported.

ADAPT00138261

Patch ID: 35122867

Description:

If reports are hosted on a different web server and are linked from an HTML frame, the client browser displays an "Access Denied" message when the user attempts to view a report on the web.

New Behavior:

The "Access Denied" message no longer appears.

ADAPT00138850

Patch ID: 35143624

Description:

When a user viewed a report in the ActiveX viewer, and the report contained an FTP hyperlink in Internet Explorer, opening the link caused the browser to stop responding.

New Behavior:

FTP hyperlinks are now launched using the same mechanism as HTTP instead of using the Win32 ShellExecute API. This resolves the problem of Internet Explorer not responding.

ADAPT00139758

Patch ID: 35167816

Description:

If the client's operating system is Traditional Chinese Windows 98, some dialog boxes in the ActiveX viewer would display a mixture of Simplified Chinese and garbage characters. This would occur only in Crystal Enterprise 9.0 and Crystal Reports 9.0.

New Behavior:

The dialog boxes in the ActiveX viewer will now display English if the client's operating system is Traditional Chinese Windows 98.

ADAPT00146097

Patch ID: 35403828

Description:

The font rendering technology of the ActiveX viewer was different than the one in the Crystal Report designer. Hence, various fonts were displayed differently or sometimes truncated in the ActiveX viewer.

New Behavior:

A change was made to correct the font rendering method to display various type of fonts correctly in the ActiveX viewer.

Known Limitations:

For UNIX users, go to the enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update the settings; the version of the ActiveX viewer on the server will be updated.

ADAPT00151989

Patch ID: 35217153

Description:

The ActiveX viewer does not allow you to enter more than five digits in the page text box.

New Behavior:

To handle reports with 100,000 or more pages, the page number edit box needed to have its digit limit increased. It was previously limited to five digits. The limit has been increased to eight digits.

ActiveX Viewer

ADAPT00160386

Patch ID: 35301163

Description:

Clicking on a group tree entry in a RDC application displays the wrong page of the report.

New Behavior:

The page-searching algorithm now searches in page-number order rather than in the order of the page cache, so clicking on a group tree entry brings up the correct page.

Administration

ADAPT00136265

Patch ID: 35094308

Description:

The processing extensions handling code (which is part of procReport.dll_) was flawed because when a request took a long time, the print engine would return an error code indicating it was working in the background. Each time the pageserver/cacheserver received this error code, it would retry its request. This had a looping effect, causing a memory leak.

New Behavior:

A Boolean flag is now used to prevent a processing extension from doing its job more than once.

Adobe Acrobat (PDF)

ADAPT00151507

Patch ID: 35211844

Description:

When attempting to view a report that has been exported to PDF format, the following errors may be returned: "There was an error processing a page. There were too many color components" or "There were too many color components."

These errors occur when the report that was exported to PDF contains a string exceeding 128 characters.

New Behavior:

A buffer pointer that was not being reset properly, when the system printed parsed strings in the export to PDF, caused the problem. The pointer is now properly reset, and the error messages should no longer appear.

All viewers

ADAPT00092059

Patch ID: 35236057

Description:

When you are using a formula for a caption in a subreport and then you preview the entire report using either the DHTML or Java viewers in Crystal Enterprise, the Preview Tab caption is not displayed.

New Behavior:

When previewing the report and subreport using either the DHTML or Java viewers in Crystal Enterprise, the Preview Tab caption should now be displayed.

All viewers

ADAPT00153695   Patch ID: 35279713

Description:

Using the ActiveX or DHTML viewers to view reports containing full-page charts results in the charts being partially truncated when displayed.

New Behavior:

Charts are no longer truncated when displayed in the ActiveX and DHTML viewers.

Automation

ADAPT00100349   Patch ID: 34901671

Description:

When a report is exported to XML format more than once, it will cause a non-Unicode CRPE application to crash.

New Behavior:

The issue is caused by a memory allocation problem. Now users can export a report to XML format more than once.

COM SDK

ADAPT00116120   Patch ID: 34956955

Description:

When using Report Application Server 9 to modify report parameters, parameter values are being truncated to 255 characters.

New Behavior:

Report Application Server 9 no longer truncates parameters to 255 characters.

ADAPT00124145   Patch ID: 35018434

Description:

A subreport's stored procedure parameter (or parameterized commands) displays the following error when the user attempts to preview it:
Error Type:
webReporting.dll (0x8004100E)
Missing parameter values.
/rassamples/en/asp/rPortfolio/HTMLViewers/pageViewer.asp, line 22

New Behavior:

Subreport stored procedure parameters, when linked to a field in the main report, are no longer required to supply a current value. The error message no longer appears.

ADAPT00157620   Patch ID: 35277936

Description:

After applying any ras90win_en.zip patch (version 4.0.100.1190 or later), the ReportClientDocument object's Open method fails if the object is instantiated using the ReportAppSession.Service method. This occurs because the ClientDoc.dll is updated to the latest version, while the SACommLayer.dll is not.

New Behavior:

The latest version of the SACommLayer.dll is now included in this patch and the ReportClientDocument.Open method no longer fails.

COM SDK

ADAPT00163572   Patch ID: 35401823

Description:

When a user modifies a managed report using the Report Application Server and saves the modified report, it will no longer have the database connectivity information it had prior to the modification.

New Behavior:

A new registry subkey has been added to allow the administrator to decide if the Report Application Server should save or not save the database connectivity information for modified reports.

Configuration

ADAPT00132434   Patch ID: 35163492

Description:

The Report Application Server (RAS) service would not start when users entered a single license keycode on servers with more than one network adapter and/or an aliased server with more than one machine name.

New Behavior:

A change has been made to allow the Report Application Server to verify if a machine has either multiple network adapters and/or an aliased machine name.

Cross-tabs

ADAPT00104013   Patch ID: 34930744

Description:

Decimal precision is lost for operations such as count/distinct count % summary in a Cross-Tab because the summarized value is stored as an integer and not a floating point number. Decimal point precision is incorrectly implied since the percentage value is not truncated. For example, it might show 67.00% when it should show 67%.

New Behavior:

The formatting code has been changed so that decimal point precision is never shown for count/distinct count % summary in a crossTab. It should be noted that the percentage value is truncated, not rounded off.

CRW designer

ADAPT00124853
Patch ID: 35104073

Description:

When upgrading a report from Crystal Reports 8 or 8.5 to Crystal Reports 9, certain formatting options are lost:

1) The number style changes from "Custom Style" to "System Default Number Format".

2) The "Suppress If Zero" option is cleared.

3) Settings on the Number tab for Rounding and Decimal are not maintained.

This also occurs when the p2sodbc.dll file in Crystal Reports 8.5 is upgraded to the most recent version.

New Behavior:

Crystal Reports now maintains all report formatting options after a report is upgraded to version 9.

Known Limitations:

If the original report contains a currency field and uses Microsoft Access as the reporting database, the user must modify a new registry subkey in Crystal Reports 9:

change HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber or HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber to "Yes". The default setting is "No".

ADAPT00125904
Patch ID: 35102213

Description:

Report groupings repeat randomly throughout the report when they are viewed if a user suppresses either of the following:

1) A subreport, by selecting the "Suppress Blank Subreport" option on the Subreport tab of the Format Editor.

2) The section that contains the subreport, by selecting the "Suppress Blank Section" option in the Section Expert.

New Behavior:

Report groupings do not repeat randomly when you suppress a subreport and the section that contains the subreport. The report groups now display correctly.

ADAPT00140244
Patch ID: 35283294

Description:

When using a vertical font, the Japanese hyphen character is displayed incorrectly.

New Behavior:

The Crystal Report Print Engine now renders the Japanese hyphen character using GDI instead of Uniscribe. The Japanese hyphen character is now displayed correctly when using a vertical font.

To activate GDI rendering, change the formatting of the data field. Formatting changes that trigger GDI rendering include: setting "Can Grow", increasing the height of the field, changing the text rotation, setting the size dependency on formula, changing the line spacing, changing the character spacing, changing the text interpretation, and changing the reading order to "right to left".

CRW designer

ADAPT00141245   Patch ID: 35202978

Description:

When the "Update Repository Objects" check box is enabled, an error occurs when opening a report that was created against an SQL command in the Repository.

New Behavior:

The report will no longer return an error when the "Update Repository Objects" check box is enabled. You should verify the report to ensure that the changes in the Repository will take effect.

ADAPT00167576   Patch ID: 35384710

Description:

Customized map layers cannot be saved in the Report Designer and Report Designer Component.

New Behavior:

The sequence of saving customization in map layers is corrected. Users can now save changes in map layers properly in the Report Designer and Report Designer Component.

CSP Eportfolio

ADAPT00163129   Patch ID: 35316070

Description:

Opening an instance of a scheduled report that contains no data but has a subreport linked to a parameter field in the main report, results in the following error: "Cannot Open SQL Server." This error occurs because the datasource for the subreport is not properly set when the Print Engine detects that the main report contains no data.

New Behavior:

A new case has been added to ensure that the subreport datasource is valid even when the report contains no data. Scheduled report instances containing a subreport linked to a parameter field in the main report will now display without error when the instance contains no data.

Known Limitations:

This behavior is corrected only after applying this patch and rescheduling the report instances.

Data Explorer

ADAPT00103975   Patch ID: 34903305

Description:

Reports created with a version of Crystal Reports earlier than version 9.0 are saved with all the connection properties. When these reports are used in Crystal Reports 9.0, all properties are passed into the crdb_odbc.dll to construct the connection string. When there is no change in these properties, there is no problem. However, a logon failure is caused when one of the properties (the database file path) is changed.

New Behavior:

The crdb_odbc.dll now uses SQLConnect instead of SQLDriverConnect to make the connection for the best ODBC driver. SQLConnect requires only three parameters: user name, password, and DSN. Other parameters will be ignored.

ADAPT00104625   Patch ID: 34947774

Description:

The ODBC prompt in the Report Designer does not pass adequate connection information for authentication. Normally, in an ODBC prompt, the data source name, username, and password are passed to the server for authentication. In the XML database driver, an additional piece of information, the location name, is required.

New Behavior:

The problem lies in the XML database driver that requires the location name of the data source. After implementing an algorithm to enumerate a registry key to search for the location name, the ODBC prompt in Report Designer can now collect enough connection information to allow server authentication.

ADAPT00116719   Patch ID: 35007906

Description:

When trying to open an old report that connects to a Pervasive database when the DDF and MKD files are in different directories, the report designer generates an error.

New Behavior:

When trying to open an old report that connects to a Pervasive database when the DDF and MKD files are in different directories, the report can now be viewed correctly.

Known Limitations:

When refreshing or creating new reports, a manual Set Location is required after the refresh. Within the top portion of this dialog box, in the Properties tab, the Data File Search Path needs to be manually updated (using F2).

ADAPT00122217   Patch ID: 35025314

Description:

When viewing a report that contains saved data, the user may be prompted for database logon information. This occurs when the report contains one or more subreports that are based on a secured database, and the data set that is generated contains no records.

New Behavior:

The user is no longer prompted to provide database logon information when viewing a report with subreports that contain no records. The user now sees the report correctly.

ADAPT00129841   Patch ID: 35057600

Description:

Crystal Reports 9 will GPF when trying to add a table using a custom p2ir/p2b (p2bssi.dll from Softrak Systems Inc.) driver.

New Behavior:

Changes have been made so that the custom dll allocated memory is not deleted.

Known Limitations:

Linking two tables does not work unless the custom dll implements the new interface, "ConvertBrahma2Native".

ADAPT00133199   Patch ID: 35111363

Description:

When connecting to a secure Act! database, users receive a "Not Supported" message and cannot create reports.

New Behavior:

After providing logon information, users can create reports off of secure Act! databases.

ADAPT00145062   Patch ID: 35185387

Description:

When a user scheduled a report in Crystal Enterprise using the Lawson OLE database provider, any database log on requirements would fail.

New Behavior:

The database log on procedure was modified to honor the required connection string that the Lawson OLE database provider requires.
A report using the Lawson OLE provider can now be scheduled successfully.

ADAPT00145675   Patch ID: 35215755

Description:

Crystal Reports does not prompt for a user name when using a secure ODBC connection to Microsoft Access as it was designed to only support database-level security.

New Behavior:

Crystal Reports now supports user-level or database-level security for Microsoft Access, but not both concurrently.

ADAPT00146016   Patch ID: 35271948

Description:

In Crystal Reports, the following error message is displayed when an invalid character is used in the database table alias name: Query Engine Error: "The alias requested "my\aliasname", contains a combination of characters which is not considered to be valid". The invalid characters are: .:{}()@&$#^!*~|%", -+>,/\`

New Behavior:

A registry subkey now exists that Crystal Reports uses to identify what characters are considered to be invalid for alias names. By default, the registry subkey value data contains the following characters: .:{}()@&$#^!*~|%"- If you wish to use one of the invalid characters in an alias name, remove the desired character from the registry subkey value data.

The registry subkey is:

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal
Reports\Database\InvalidAliasCharList

ADAPT00152623   Patch ID: 35217335

Description:

The Print Engine did not prompt for a password when connecting to a secure Btrieve 6.15 or Pervasive 2000i database using the native Crystal Decisions driver.

New Behavior:

Changes were made to the crdb_p2bbtrv.dll such that the Print Engine will now prompt for a password when connecting to a secure Btrieve 6.15 or Pervasive 2000i database using the native Crystal Decisions driver.

ADAPT00154650   Patch ID: 35227771

Description:

A "Cannot open rowset" error, or a GPF is generated in Crystal Reports when creating a report from a Btrieve database version earlier than version 7. This would only occur when the directory containing tables had a space in the path (for example, ../Program Files/).

New Behavior:

The p2bbtrv.dll file has been modified to allow conversion of long file names to short file names for Btrieve versions earlier than version 7.

ADAPT00160196   Patch ID: 35415360

Description:

When reporting off from ADO objects, string field lengths in the report were one character less than their actual field length that was defined in the ADO object.

New Behavior:

When calculating the length of a string field, the null terminator is now taken into proper consideration. Therefore, the field length of a string field is now accurate.

ADAPT00178203   Patch ID: 35431898

Description:

When using a command object from the repository, logon properties are ignored. The only logon properties that are not ignored are the user name and password.

New Behavior:

A change has been made to account for all logon properties, not just the user name and password.

Data Source

ADAPT00097217   Patch ID: 34901707

Description:

Pre-version 9 reports containing an expression field cannot be refreshed. Also, any new reports containing an expression field and based on an Oracle database cannot be created.

New Behavior:

The problem is caused by the mixed case letters in tables. Old Oracle reports containing an expression field can now be refreshed and new reports containing expression fields can be created successfully.

ADAPT00097594

Patch ID: 34903245

Description:

In Crystal Reports 9.0, report data is not refreshed if the report was created in Crystal Reports 8.5 off a DB2 database through a native connection. To handle asynchronous querying, the DB2 thread runs SQL in asynchronous mode, which could run into a race condition with CRQE's background thread. This is actually true of any native connection to a secure database.

New Behavior:

The asynchronous querying mode for DB2 has been disabled so no thread is created in the DB2 native driver. If a report is set to process the query asynchronously, it will continue to run properly, even though the query is not actually run asynchronously.

ADAPT00097701

Patch ID: 34901447

Description:

When the table name or schema name is mixed-case or lower-case, an error message notifies the user about an unidentified name when he or she creates a SQL expression field on any table. The SQL Expression Editor does not quote the table or field name by default. For DB2, Informix, and Sybase, the fully qualified names are not passed down to the driver for ParseSQLExpression. For DB2, in the the SQL Expression Editor, the table and field names are not automatically quoted; moreover, if the user entered quoted names, the SQL Expression Editor could not create or check errors for expression fields.

New Behavior:

In DB2, Informix, and Sybase, the fully qualified table name is passed down instead of just the table name, such that a proper SQL statement referring to the fully qualified name is now created and sent to server for parsing. For DB2, table names and field names in the expert are automatically quoted. Also, for DB2, the SQLGetQuoteCharInfoFromServer and SQLFreeQuoteCharInfoFromServer functions have been enabled.

ADAPT00098941

Patch ID: 34903069

Description:

Crystal Reports fails to return the correct data when reporting on a SQL expression and more than one table.

New Behavior:

The previous P2s interface expects only the last table to have the readSpecialFields flag set to True in Extendable Options if there are expression fields and other special fields. It was set to True for all tables when there were expression fields. Now, only the last table's readSpecialFields flag is set to True in Extendable Options. As a result, expressions and special fields with linked tables are handled properly.

ADAPT00098950

Patch ID: 34903213

Description:

Tables and field names in DB2 are not automatically encapsulated in quotes in the SQL expression editor.

New Behavior:

The functions SQLGetQuoteCharInfoFromServer and SQLFreeQuoteCharInfoFromServer have been enabled for DB2, so table and field names are now automatically encapsulated in quotes.

ADAPT00098955

Patch ID: 34902859

Description:

SQL expressions based on timestamp (datetime) in DB2 are shown incorrectly as dates instead of datetimes.

New Behavior:

The problem is that datetime expression fields are changed to date type in DB2. In keeping the datetime data type, the value of datetime is now shown correctly.

ADAPT00122572

Patch ID: 34998542

Description:

In Crystal Reports 9 Advanced, if a user has a JavaBeanClassPath registry setting that is more than 255 characters and they create a new report, when they try to access a JavaBean data source, the Java Beans Connectivity window does not show any Java Bean classes.

When opening an existing report that is based on a JavaBean data source and the JavaBeanClassPath registry is more that 255 characters, the following errors are displayed when refreshing the report data:
Query Engine Error: "Failed to find the Java Class: 'JavaClassName'"
When a user clicks OK, a "Query Engine Error:" message appears.

"JavaClassName" refers to the class name for the data source.

New Behavior:

In Crystal Reports 9 Advanced, it is now possible to successfully access a JavaBean data source when the registry setting for JavaBeanClassPath is more than 255 characters.

ADAPT00126052

Patch ID: 35033416

Description:

A "Failed to open a rowset" error is generated when attempting to open a report that has links to unknown field types.

New Behavior:

When loading an older report (Crystal Reports 8.5 and lower), unknown field types are now converted to string field types.

ADAPT00128334

Patch ID: 35066692

Description:

When creating a new report in Crystal Reports 9 with custom-built Btrieve/Pervasive drivers, the following error occurs when trying to access the Btrieve database table information using the Report Creation Wizard:
"Btrieve [11]: Invalid filename."

New Behavior:

Btrieve/Pervasive table information can now be accessed correctly with Crystal Reports 9 using custom-built Btrieve/Pervasive drivers. The "Btrieve [11]: Invalid filename" error no longer occurs when selecting Btrieve tables.

ADAPT00133405

Patch ID: 35139549

Description:

When a report developer creates a report based on a Btrieve database using a native connection and then distributes this report, end users of the report have access to the Betrieve data source, but do not have access to the associated DDF files. When the end user refreshes the distributed report, the error message, "Data Object cannot be opened/accessed" is returned.

New Behavior:

Distributed reports based on Btrieve data sources without associated DDF files now refresh correctly.

Known Limitations:

Note that any reports created with Crystal Reports 9 that previously returned the "Data Object cannot be opened/accessed" error message still generate that error message after this patch is applied. This patch only works for version 8.x reports or for version 9 reports created after the patch is applied.

Also note the following conditions:
If "verify" is turned on, then the DDF file must exist and contain the correct, up-to-date information.

If "verify" is turned on and the DDF file does not exist, an error will be returned.

If "verify" is turned on and the DDF file is out of date (if a field size/type is changed in the DDF file but not the MKD file, for example), unexpected behavior will occur.

ADAPT00136305

Patch ID: 35154488

Description:

In a report that uses the Sage Line 100 ODBC driver, a value of -1 in the database is returned as a value of 65,535.

New Behavior:

Crystal Reports binds tiny integer, short integer, and integer types with the integer type. Since Sage's ODBC driver does not support this behavior, the default data type is now used for binding.

ADAPT00136660

Patch ID: 35156653

Description:

When a user connected to a parameterized stored procedure via ODBC, using Crystal Reports 9, the error message, "Not supported. Details: Cannot obtain error message from Server.", was generated when no records were returned. This error usually occurred when an invalid parameter value was used to refresh data. When a user viewed or scheduled the same report in Crystal Enterprise 9, Page Server and Job Server errors were also generated.

New Behavior:

Now when a user refreshes data in a Crystal Reports 9 report that connects via ODBC to a parameterized stored procedure, the report displays correctly when no data is returned. The error message is no longer displayed and the report preview pane shows the results of the report with no data from the stored procedure. The same report can also be scheduled or viewed on-demand successfully in Crystal Enterprise 9.

ADAPT00142114   Patch ID: 35179010

Description:

When a user publishes a report that is based on a native Sybase connection to Crystal Enterprise, the value for decimal places in Numeric type data fields is reset to 0.

New Behavior:

New registry subkeys have been provided to enable users to set a value that ensures decimal places in Numeric type data fields are retained. In Crystal Reports 8.5, the registry subkey is in the following locations:
HKCU\Software\Seagate Software\Crystal Reports\DatabaseOptions\SYBASE and
HKLM\Software\Seagate Software\Crystal Reports\DatabaseOptions\SYBASE.

In Crystal Reports 9, the subkeys are in the following locations:
HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Database\SYBASE and
HKLM\Software\Crystal Decisions\9.0\Crystal Reports\Database\SYBASE

The key is a string value, "OverrideNumericConversion". Set it to "Yes" to ensure that the decimal places are kept. The default value is "No."

ADAPT00145238   Patch ID: 35193657

Description:

When running a report against a proprietary database via ODBC in Crystal Reports 9, the SQL statement issued to the database was different from the SQL statement that would have been issued from Crystal Reports 8.5. This generated consistency problems between the way the report worked between Crystal Reports 8.5 and 9.

New Behavior:

The ODBC connectivity has been adjusted to allow for the same behavior in this scenario in Crystal Reports 9 as found in Crystal Reports 8.5.

ADAPT00147477   Patch ID: 35203270

Description:

The time portion of a DateTime field does not show up in a report when using the Borland Database Engine.

New Behavior:

The time portion should now show up correctly in a report that uses the Borland Database Engine (either using Database Files or IDAPI Database DLL to make the connection).

ADAPT00148810   Patch ID: 35209798

Description:

When you use a custom PC database driver, and select a table to report from, the errors "Failed to open a rowset" and "Not Implemented" appear.

New Behavior:

The system can now process tables from any custom PC database driver.

ADAPT00152176

Patch ID: 35217319

Description:

When using the IBM Client Access ODBC driver to connect to a DB2 database on an AS/400 system, the prompt "The database table 'TABLENAME' cannot be found. Proceed to remove this table from the report?" would be returned. This prompt would appear with version 9.2.1.586 or later of the crdb_odbc.dll file.

New Behavior:

This prompt occurred because Crystal Reports did not expect the table name to include the catalog name from this particular ODBC driver. The crdb_odbc.dll has been modified to expect catalog names from the IBM Client Access ODBC driver.

Known Limitations:

A registry subkey has been exposed for future drivers that may or may not include the catalog name in the table name. The subkey is HKCU\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\TableNameMayHaveCatalog. Entering the name of the ODBC driver into the value of this subkey will enable Crystal Reports to expect the catalog names through that particular driver (in this case, the driver filename is "cwbodbc.dll"). Also, this subkey can be located in the HKLM tree with the same folder structure.

ADAPT00153515

Patch ID: 35255636

Description:

When reporting off a Relativity 4.20 Database using the reldbm32.dll ODBC driver, a memo field may show data from subsequent fields in the database table in addition to the data that is from the correct database memo field. This occurs because reports receive an incorrect value for the size of the memo field from the ODBC driver.

New Behavior:

Memo field data is displayed correctly because reports now use the maximum size of the memo field as the fetching size.

ADAPT00153808

Patch ID: 35261258

Description:

In reports based on stored procedures that have parameters linked to subreport parameters, the values of the subreport parameters are not populated correctly when the report's database is verified. This incorrect populating causes default values to be passed as parameters to the report's stored procedure. If these parameters are used to identify the database in the stored procedure, an SQL error is generated.

New Behavior:

Crystal Reports now has the ability to determine the value of a subreport parameter that is linked to a main report parameter when verifying the database. The subreport parameter value is now updated correctly.

ADAPT00154062

Patch ID: 35282058

Description:

Special characters (€,á) are displayed as incorrect characters (Ç,ß) when using a native connection to a FoxPro 2.6 database. These incorrect characters are introduced during the translation of DOS strings.

New Behavior:

DOS string translation is now disabled through the following registry subkey:

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\TranslateDOSMemos

Set the above registry subkey to "No" to disable DOS string translation.

Data Source

ADAPT00155041

Patch ID: 35282832

<u>Description:</u>

There is no support for the legacy NonStop ODBC/MP driver, Tdmsrv32.dll. Correct Outer Join syntax needs to be added for this driver.

<u>New Behavior:</u>

The correct SQL syntax, Sql2OuterJoin, has been added to the Lotus Notes join build list. Outer Join syntax for the legacy NonStop ODBC/MP Driver is now supported as well as the existing support for the NonStop ODBC/MX Driver.

ADAPT00156292

Patch ID: 35340354

<u>Description:</u>

When a native connection was made to an Informix database, there was a long delay when a user was bringing back a listing of objects in the database.

<u>New Behavior:</u>

A change has been made to allow the objects in the Informix database to return without delay when using a native connection.

Designer

ADAPT00125099

Patch ID: 34998719

<u>Description:</u>

In an RDC application that uses the design time control (CRAXDDRT), when a user browses a field in the designer the recordset will be closed so that when a user previews the report, he or she will be prompted to log on again.

<u>New Behavior:</u>

In an RDC application that uses the design time control (CRAXDDRT), the rowset will not be closed until the report is closed.

ADAPT00125717

Patch ID: 35044721

<u>Description:</u>

When exporting to text and selecting not to paginate, the user is not prompted to specify the number of characters per inch for the text layout.

<u>New Behavior:</u>

A flag has been set to invoke the secondary dialog box when the user elects not to paginate when exporting to text.

Destination - Disk

ADAPT00167140

Patch ID: 35363139

<u>Description:</u>

When you use the CRPE method PEOutputToWindow to display a report in a viewer window, an export to disk from that window does not prompt you for a save location. This occurs after applying the latest version of crpe32.dll (9.2.3.745) and u2ddisk.dll (9.2.1.543) only.

<u>New Behavior:</u>

The PEOutputToWindow method now automatically sets the PESetAllowPromptDialog method to "True". This enables the extra dialog prompts when you export to any format from the viewer window.

DHTML Report Page Viewer (Com)

ADAPT00093043   Patch ID: 34901875

Description:

In Netscape Navigator 4.78 and Microsoft Internet Explorer, the calendar in the DHTML viewer incorrectly displays dates for days of the week until the calendar is refreshed manually. This can also happen when using Japanese language settings in the browser on an English OS.

New Behavior:

The days of the week are now displayed properly in the calendar in the DHTML viewer for Internet Explorer and Netscape.

ADAPT00121631   Patch ID: 34985771

Description:

The HTML frame viewer in Crystal Enterprise does not HTML-encode the "<" and ">" characters into "lt;" and "gt;". That behavior poses a threat to security, because it enables users to execute their own scripts in a report page or tree, from the parameter prompt.

New Behavior:

By default, the "<" and ">" characters are HTML-encoded into "lt;" and "gt;" in the HTML frame viewer in CE. This default behaviour applies to all text objects, field objects, (regular or in cross-tab), and group-tree elements.

The default behaviour can only be disabled from a registry key:

for CE8.5:
HKEY_LOCAL_MCHINE\SOFTWARE\Crystal Decisions\8.5\Web Component
Server\Components\viewrpt

for CE8.0:
HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\8.0\Web Component Server\Components\viewrpt

For each version, to disable HTML-encoding of the "<" and ">" characters into "lt;" and "gt;", add the string value "EncodeHTMLTags" and set it to "No" (case sensitive).

Known Limitations:

Note that the registry entry has no affect on the new HTML "non-framed" viewer and the HTML Interactive viewer in Crystal Enterprise 9; however, those viewers always HTML encode the "<" and ">" characters into "lt;" and "gt;".

ADAPT00125435   Patch ID: 35283580

Description:

When attempting to export a report from a viewer using RAS, specifying a page range of 2-1x results in the following error: "The page range values(s) are incorrect. Please enter a valid page range."

New Behavior:

Specifying a page range in the export dialog now results in those pages being exported without error.

ADAPT00125455
Patch ID: 35139951

Description:

The scroll keys (Page Up, Page Down, Home, End, and all of the arrow keys) do not work in any .NET applications that are using the ActiveX viewer.

New Behavior:

The ActiveX viewer has been fixed to properly translate the keystrokes into scrolling commands. Previously, these keys sometimes functioned as expected, but due to the secure implementation of .NET, additional handling is now required.

ADAPT00153644
Patch ID: 35313729

Description:

The ActiveX viewer does not allow users to print more than 65535 pages.

New Behavior:

The ActiveX viewer now allows large page ranges to be entered so users can print more than 65535 pages.

Embedded designer

ADAPT00151354
Patch ID: 35276928

Description:

When exporting a specific page range from a custom application to HTML, page-range options are not being applied properly and no HTML files are generated.

New Behavior:

The page range options are now applied properly and specific page ranges export successfully to HTML.

Formatting

ADAPT00123839
Patch ID: 34996451

Description:

In Crystal Reports 9, when setting the paragraph interpretation option for a field to "RTF", the field that contains Control Words is showing text, but it should be blank.

New Behavior:

In Crystal Reports 9, when setting the paragraph interpretation option for a field to "RTF", the field that contains Control Words is blank, which is correct.

ADAPT00150561
Patch ID: 35258005

Description:

Reports based on Web/IIS log files display date fields incorrectly because 1900 is being subtracted from the year.

New Behavior:

Reports based on Web/IIS log files now display date fields correctly because 1900 is no longer being subtracted from the year.

General

General

ADAPT00143955   Patch ID: 35188990

Description:

When a user was defining a custom report page layout, switching from inches to millimeters would fail unless a value in inches was entered first.

New Behavior:

Now, validation for switching inches to or from millimeters allows a value of zero. However, the zero will still fail validation when submit is clicked.

General CCM Issues

ADAPT00170460   Patch ID: 35392530

Description:

Logging on to an APS through the Crystal Enterprise SDK after the APS was restarted would not always result in a successful log on. Also, in a clustered environment, where a failover occurs due to network outage, logging on to the APS through the SDK would sometimes fail after the network outage.

New Behavior:

Changes were made such that if an active APS cannot be found, any attempt to log on will immediately result in an attempt to connect to any APS that is listed as being inactive.

Images/OLE objects

ADAPT00089645   Patch ID: 35026282

Description:

When a report that contains a BLOB field is previewed, the image may not be displayed in full if it is at the end of the page. This occurs when the report section containing the BLOB field has the "Keep Together" option selected.

New Behavior:

When a BLOB field is contained in a report section that has the "Keep Together" option selected, the full BLOB field is displayed. If the page is not large enough to display the section in its entirety, the section is generated on the following page.

Java Applet Viewer

ADAPT00097577   Patch ID: 34901935

Description:

Version 9 Java Viewer is unsigned.

New Behavior:

Version 9 Java Viewer is now signed properly.

Known Limitations:

The signature expires on August 29, 2002. There will be no major effect on the system except that a warning message may appear. This issue will be addressed shortly.

Java SDK

Java SDK

ADAPT00133662　　　　　　Patch ID: 35189805

Description:

When a user previewed a report using a .jsp page on a TomCat 4.1.18 web server, the following error message was displayed:

"The server encountered an internal error () that prevented it from fulfilling this request."

Details of this error message indicate that the /serialization/XMLObjectSerializer class has an incompatible object argument for the function call.

New Behavior:

The serialization.jar file was no longer compatible with the version of the xerces parser that comes with Tomcat 4.1.18, so it has been updated. Now, when users view reports using a .jsp page, the "The server encountered an internal error () that prevented it from fulfilling this request" error is no longer displayed, and the report can be viewed correctly.

LDAP authentication

ADAPT00156434　　　　　　Patch ID: 35371990

Description:

When a user attempts to authenticate a logon on the Lotus Domino LDAP server, the server returns the following error: "Account Information Not Recognized. LDAP Authorization failed. Please make sure your entry belongs to a mapped LDAP group. Please check that the appropriate APS name and authentication type are specified. Re-enter your user name and password, and click Log On. If you are unsure of your account information, contact your system administrator. This error only occurs after a period of user authentication inactivity."

New Behavior:

The cause of the problem is that, when the secLDAP plug-in reconnects to the LDAP server to refresh the list of available users, the query returns with a result of zero members. The system does not recognize the zero; therefore, it returns the error. To fix the problem, a retry has been added to verify if that list is valid. When the second query is made the valid number of users is returned as expected.

Microsoft Excel

ADAPT00092193　　　　　　Patch ID: 34928741

Description:

When scheduling a report to Microsoft Excel format through ePortfolio, or through a viewer, the resulting spreadsheet maintains the page headers and footers. As a result, the data in the spreadsheet appears to be separated by headers and footers. Headers and footers are included by default during the export of the report.

New Behavior:

An additional option has been added to enable headers and footers to be turned off when exporting reports to Microsoft Excel. For Windows, a registry subkey has been added to turn this functionality on and off. The subkey is
HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\crxf_xls\ExportPageHeaderFooter.
The default value is "Yes". Changing this value to "No" will disable the page headers and footers from the Excel export.
For UNIX, go to the enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh adapt92193.cf. At the prompt, choose option 2 to disable page headers and footers when scheduling or exporting a report to Excel format.

ADAPT00100601

Patch ID: 35214516

Description:

Reports containing Cross-Tabs with various levels of suppression in the column headers fail to export to "Microsoft Excel Data Only" format in Crystal Reports. Additionally, these same reports would generate a Page Server error when scheduled to "Microsoft Excel Data Only" format in Crystal Enterprise.

New Behavior:

Reports with Cross-Tabs now export as expected to Microsoft Excel Data Only format in Crystal Reports, and when scheduled in Crystal Enterprise.

ADAPT00143154

Patch ID: 35164395

Description:

When a user exported a report to the Microsoft Excel (Data only) format, the resulting export was missing object formatting and images. Additionally, summary fields would no longer align under their respective columns.

New Behavior:

Additional functionality has been added to the Microsoft Excel (Data only) export format to enable column alignment, object formatting, and images. These options are available through the Report Designer.

ADAPT00153424

Patch ID: 35216386

Description:

A report containing field objects with empty values would fail to export to Microsoft Excel.

New Behavior:

When a field object in a report has no value, the encapsulation of the page is incorrect. The empty fields are still encapsulated as having data, but no data actually exists. The page modeler has been changed to interpret empty fields as strings with one space in them (" "). With this fix, reports can now be exported to Microsoft Excel successfully.

ADAPT00153591

Patch ID: 35290658

Description:

Exporting reports containing Cross-Tabs with more than one row or column to Microsoft Excel 97 - 2000 format (Page-based, not Data Only) using crxf_xls.dll causes the Report Designer to crash.

New Behavior:

The Report Designer can now successfully export reports containing Cross-Tabs with more than one row or column to Microsoft Excel 97 - 2000 format.

ADAPT00095980

Patch ID: 35131593

Description:

When using Windows NT Authentication, if a mapped Windows NT member group is deleted from Windows NT and then Windows NT Authentication is subsequently disabled, then Windows NT Authentication becomes corrupt.

New Behavior:

A change has been made to allow the mapped Windows NT member group that no longer exists to be properly deleted from the Mapped NT Member Groups list without causing any authentication errors while Windows NT Authentication is enabled.

Object import

ADAPT00059663   **Patch ID: 35302760**

Description:

After importing report object instances from Crystal Enterprise version 8.5 to version 9, there is no longer any data associated with the instances. This occurs when the data source for the report object instance is a stored procedure.

New Behavior:

The data for the report object instance is now included when importing from Crystal Enterprise version 8.5 to version 9.0.

Object management

ADAPT00143136   **Patch ID: 35167649**

Description:

If a user unchecked the option to display the "Product Logo" on the Web Component Server screen of the Crystal Management Console, the "Powered by Crystal" logo still appeared in the Java Viewer.

New Behavior:

The display of the "Powered by Crystal" logo in the Java Viewer is now controlled by the "Product Logo" check box on the Web Component Server screen of the Crystal Management Console. If the "Product Logo" check box is checked, the logo will appear in the Java Viewer; otherwise, the logo will not appear.

Object model

ADAPT00115362   **Patch ID: 35048791**

Description:

In the Report Designer Component (RDC), the SaveAs method returns a "The file is in use by another application" error message when attempting to save to the same report file name.

New Behavior:

An optimization that was implemented in the Crystal Reports Print Engine (CRPE) that introduced this problem is not invoked by Crystal Enterprise. The behavior has been changed back to the Crystal Reports 8.5 behavior, so this RDC problem has been eliminated without affecting Crystal Enterprise.

ADAPT00118282   **Patch ID: 34987310**

Description:

Exporting to HTML 3.2, or HTML 4, through the RDC using Report.Export(true) fails to prompt the user for a disk file.

New Behavior:

Exporting to HTML 3.2, or HTML 4, through the RDC using Report.Export(true) correctly prompts the user for a disk file.

ADAPT00157480   **Patch ID: 35292569**

Description:

When using the version 9 RDC and a TTX file, variant fields from ADO recordsets are converted to strings, rather than to field types belonging the TTX file.

New Behavior:

This problem is resolved.

Parameter Manager

ADAPT00101166   Patch ID: 34935449

Description:

On an OLAP grid, if the text label for the top dimension is longer than the text label for the inner dimension, the top one is truncated.

New Behavior:

After adjusting the grid formatting logic for text labels and text fields, the label for the top dimension is no longer truncated regardless of the length of the inner dimension field.

ADAPT00130631   Patch ID: 35041806

Description:

A user has a report with multiple OLAP grids, and uses the OLAP Report Creation Wizard to change one of the OLAP grids. Then an existing slice dimension that uses a parameter field is modified. The parameter field is deleted and the slice dimension is changed to point to a static dimension field; at least one other OLAP grid in the report is still using the removed parameter field. Because the OLAP Report Creation Wizard removes the parameter reference in the record selection formula while some of the OLAP grids in the report are still referencing the removed parameter, the report designer generated a GPF when saving the report.

New Behavior:

The OLAP Report Creation Wizard now checks to see if the parameter is still needed before removing any reference to the parameter in the record selection formula. The report designer no longer generates a GPF when saving data under these conditions.

ADAPT00141795   Patch ID: 35150367

Description:

Date fields (both database and parameter types) displayed incorrect values in reports that were based on a PeopleSoft data source.

New Behavior:

Crystal database drivers misinterpreted the Date data type as a DateTime data type. The Crystal Reports ODBC library has been fixed to correctly recognize the Date data type from PeopleSoft data sources so that date fields are now displayed correctly in Crystal products.

ADAPT00144533   Patch ID: 35198347

Description:

When modifying a report through the Report Application Server (RAS), and the report contains a subreport, the subreport parameter values are lost.

When opening a report with parameters, the client machine caches the parameter values and passes them back to the server whenever a data fetch request is made. If the Print Engine is missing the parameter values (that is when a modify action is made that discards saved data), then these parameter values are reset in the Print Engine. Therefore, only the main report parameter values are stored.

In this case, when you are setting subreport parameter values through the CMC and modifying the report, a "Missing Parameter Values" error occurs, because the subreport values are not refreshed.

New Behavior:

Both the main report and the subreport parameter values are passed in when making a request. When a report is opened, the report is checked for subreports. If it contains subreports, the parameter values in the subreports are cached and preserved such that they can be fetched when needed.

Parameter Manager

ADAPT00154211   Patch ID: 35282156

Description:

When OLAP reports are refreshed, a blank password is submitted before the logon screen appears. This may result in users being locked out of the system for submitting too many incorrect, blank passwords.

New Behavior:

For version 9:

HKEY_CURRENT_USER\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\DatabaseOptions\AlwaysAttemptOlapLogon

For version 10:

HKEY_CURRENT_USER\SOFTWARE\Crystal Decisions\10.0\Crystal Reports\DatabaseOptions\AlwaysAttemptOlapLogon

Set this subkey to "no" to disable logging into an OLAP datasource when the password is empty.

Path Mapping

ADAPT00176783   Patch ID: 35428561

Description:

In certain scenarios with a clustered environment, users were unable to connect to Crystal Enterprise because the Web Connector would not be able to locate a WCS.

New Behavior:

The Web Connector has been fixed such that it will always be able to find a WCS, provided that one is available.

Platform .NET SDK

ADAPT00101203   Patch ID: 35038046

Description:

Reporting off complicated data sets causes a memory leak to occur. For example, a complex data set could consist of: DataRelations, DataTables, and CollectionChangeEventHandler event handlers.

New Behavior:

Data sets are now reset and disposed of properly so that a memory leak does not happen.

ADAPT00139785   Patch ID: 35216744

Description:

In RAS 9.0, there is no existing method allowing a user to set a subreport's data source to an ADO recordset.

New Behavior:

The setDataSource() method has been added to allow a user to set the ADO recordset as a data source for a subreport.

Platform .NET SDK

ADAPT00170071   Patch ID: 35401071

Description:

When RASReportFactory in Crystal Enterprise 9 .NET to view a RAS document through the Web Form viewer, an error is returned: "Class Not Registered."

New Behavior:

The cause of the problem is that the CE .NET SDK is missing Cubedefmodel.dll. The caching algorithm for the RAS SDK does not work properly without this file. This file has been added to the patch, to resolve the problem.

Platform COM SDK

ADAPT00098910   Patch ID: 34901971

Description:

Japanese string parameters in a report are not displayed correctly. Instead, a string of corrupted characters is shown. This happens only when the report prompts the user for new values; otherwise, the report uses the default Japanese parameters and the parameter displays correctly.

New Behavior:

String parameters are now correctly translated to and from UTF-8 character encoding, so users can provide new values when prompted.

ADAPT00103959   Patch ID: 34926831

Description:

MetafileRenderer.jar file is signed and, because of this, it fails to load when the Java security provider setting is changed.

New Behavior:

The signed signature was not necessary. The MetafileRenderer.jar file is now unsigned. It does not fail to load when the Java security provider setting is changed.

ADAPT00136299   Patch ID: 35097735

Description:

Scheduling and viewing on demand is unsuccessful when database information is placed in a report manually, using the Report Application Server SDK. When setting logon properties for a connection which is inside a crdb_query connection, the logon properties are lost.

New Behavior:

When setting logon properties for a connection which is inside a crdb_query connection, the logon properties are set to the crdb_query connection instead of the physical connection.

Platform SDK plugins

ADAPT00136451   Patch ID: 35145207

Description:

When a user publishes a report based on a custom database driver to Crystal Enterprise, the name of the driver is lost.

New Behavior:

The problem was caused by an incorrectly declared variable within the report publishing plugin. This has been fixed, and the database driver name is preserved.

Push Down

ADAPT00123246　　　　Patch ID: 35162114

Description:

Crystal Reports is unable to retrieve data or records from Microsoft Access ODBC expression fields that are concatenated within a Microsoft Access query.

New Behavior:

Crystal Reports was returning Microsoft Access ODBC expression fields with a size of zero. This issue has now been resolved: the field size returns 64,000 of WChar for string fields if the field is detected as being zero in size.

ADAPT00141458　　　　Patch ID: 35156378

Description:

When a user created a report from a Microsoft SQL Server stored procedure using ODBC, if the stored procedure used a parameter that was a Text data type, a blank window with the title "Enter Parameter Values" was returned when the user tried to enter the parameter value.

New Behavior:

A change has been made in the Crystal Reports ODBC driver to allow for parameters of Text type when a user reports from Microsoft SQL Server stored procedures.

Query Builder

ADAPT00122882　　　　Patch ID: 34991534

Description:

The tables in the FROM clause for RAS 9 queries are not in the same order as tables for RAS 8.5 queries.

New Behavior:

The tables in the FROM clause for RAS 9 queries are now arranged in an order similar to the tables for RAS 8.5 queries.

ADAPT00134544　　　　Patch ID: 35097567

Description:

When using a left function in an SQL expression within Crystal Reports 9, connecting natively to DB2 and then setting the "Use Index or Server for Speed" causes the designer to fail with a GPF.

New Behavior:

The designer will no longer cause a GPF and the data will refresh correctly.

ADAPT00164331　　　　Patch ID: 35382600

Description:

When you create a report that is based on an SQL Command and another table, and link the SQL Command and the other table, an error to appears the first time the report is refreshed. Any subsequent refreshes do not generate the error, and return the data as expected.

New Behavior:

This issue has been fixed.

Reliability

Reliability

ADAPT00138818   Patch ID: 35195595

Description:

Memory leaked in some Print Engine calls when the size of the parameter string was longer than 255 characters.

New Behavior:

The communication between different Print Engine calls is coordinated to ensure that no leaking happens.

Report processing

ADAPT00097486   Patch ID: 34901429

Description:

Custom applications that utilize u2ftext.dll display data using the default format found in the regional settings of the local computer, instead of using the data format stored in the database.

New Behavior:

The u2ftext.dll component no longer resets the current program locale to the default system locale. This alleviates any problems with data format in custom applications that utilize the u2ftext.dll component.

ADAPT00103421   Patch ID: 34902437

Description:

With the Report Application Server (RAS) 9.0, locations cannot be reset for tables that are of CommandTable type, when the location is already of CommandTable type.

New Behavior:

All tables of CommandTable type may now be set repeatedly.

ADAPT00103425   Patch ID: 34901721

Description:

Report Application Server (RAS) 9.0 does not recognize any tables that are of CommandTable type in an open document.

New Behavior:

Additional functionality has been added to check tables for the CommandTable type.

ADAPT00117390   Patch ID: 35073114

Description:

Instances are not generated when a user is saving conditionally suppressed subreports with data.

New Behavior:

The logic to check whether the subreport object is conditionally suppressed or not has been added. If the subreport is conditionally suppressed, pages will be regenerated.

ADAPT00140232　　　　　　Patch ID: 35154300

Description:

In Crystal Enterprise, an error appears when users view a scheduled instance of a report, if the report contains a subreport in a conditionally suppressed report section. The error, "Cannot Open SQL Server", appears when the subreport contains specific record selection formulas that restrict the amount of data to be contained in the subreport.

The problem is caused by the section restriction in the report and the selection formula in the subreport. No saved data is generated for the scheduled instance. Because CE is unable to find data for the subreport, it throws the error.

New Behavior:

This problem is resolved.

Known Limitations:

Report instances that were created before the patch is applied continue to display the error when viewed. Only new instances created after the patch has been applied can display without error.
Also, this fix does not work for subreports that are hidden and conditionally suppressed (drill is down ok for unsuppressed instances).

ADAPT00157339　　　　　　Patch ID: 35264946

Description:

After applying the 04/01/2003 dbexdrvr9pluswin_xx.zip monthly hot fix, PEGetExportOptions fails to initiate the UI when exporting to HTML format. The problematic component is crpe32.dll.

New Behavior:

The PEGetExportOptions now initiates the UI when exporting to HTML format.

ADAPT00159344　　　　　　Patch ID: 35300203

Description:

Several Print Engine calls (such as PEGetSQLQuery, PESETSQLQuery, PEGetNthFormula, PESetNthFormula, PEGetGroupCondition, and PESetGroupCondition) are handling Unicode strings incorrectly, thereby causing incorrect translation.

New Behavior:

The logic to translate Unicode strings is modified so that all the Print Engine calls now handle Unicode string translations properly.

ADAPT00166940　　　　　　Patch ID: 35386611

Description:

When you preview a report that is based on a JD Edwards data source in Crystal Enterprise, it returns a print engine error. However, the same report schedules successfully.

New Behavior:

You can now successfully preview a report in Crystal Enterprise that is based on a JD Edwards data source.

Reportable Database Object

Reportable Database Object

ADAPT00176776   **Patch ID: 35438421**

Description:

When a report based on a Sybase parameterized stored procedure is viewed or scheduled, an error is returned. The error message is, "Failed to retrieve object. Crystal Report: Print engine error" when viewing on demand, and "Print engine error" when scheduling.

New Behavior:

When a report based on a Sybase parameterized stored procedure is viewed or scheduled, no error is returned. The report can be viewed and scheduled as expected.

Reports Connectivity

ADAPT00185130   **Patch ID: 35483333**

Description:

This patch makes Crystal Enterprise compatible with the Add-In for Microsoft Excel.

New Behavior:

The patch delivers improved Excel integration, primarily with Crystal Reports. It pulls data into Excel from managed Crystal Reports, then permits user operations on the data in Excel, while maintaining data integrity and the option to refresh the data when the Excel workbook is next opened.

Running totals

ADAPT00123023   **Patch ID: 35019597**

Description:

Running total fields in a report return incorrect values after exporting to PDF or printing the report.

New Behavior:

Incorrect values were being returned for running total fields because when doing a minimal format, the space taken up by an underlayed section was miscalculated when all of the subsequent sections were suppressed. This problem has been fixed and now the running total values return the correct totals.

Samples

ADAPT00144020   **Patch ID: 35237623**

Description:

Database logon would fail when creating a report using the JSP Wizard in RAS 9.

New Behavior:

A different logon method is now used when processing the database logon. As a result, the database logon can proceed normally during report creation using the JSP Wizard.

Saved data

Saved data

ADAPT00102001   Patch ID: 35321914

Description:

When a user drills down on a report with saved data, the user is prompted to enter database logon information for the hidden subreport.

New Behavior:

The architecture is changed to not prompt the user for the database logon information, even when a subreport is hidden. Therefore, users do not need to log on to the database again for subreports when users drill down. The problem is fixed.

Scheduling destination

ADAPT00122224   Patch ID: 35179104

Description:

The ending boundaries for MIME headers were not generated when a user scheduled reports to a SMTP destination.

New Behavior:

The ending boundary was added to the MIME encoded message. When a user schedules a report to a SMTP destination, an RFC-compliant ending boundary appears at the end of the MIME header.

ADAPT00141190   Patch ID: 35153899

Description:

When a user scheduled a report in ePortfolio to be exported in Character-Separated Values format, a delimiter value of NULL could not be selected.

New Behavior:

A change has been made to ePortfolio to allow a value of NULL for the delimiter when a user schedules a report to the Character-Separated Values format.

ADAPT00154860   Patch ID: 35265485

Description:

If a report name contains accented characters such as (ï,ä,ê,ë) and the body of the message is NULL, the filename of the report becomes corrupted when scheduled to SMTP destination. This corruption occurs because the mail server interprets the filename of the attachment as US-ASCII encoding if the mail message body is empty.

New Behavior:

The SMTP destination has been modified to use UTF-8 for filename encoding, so now the mail server interprets the accented characters correctly.

SDK

ADAPT00116137   Patch ID: 34954334

Description:

In Microsoft Visual Basic 6 application using the Report Designer Component, reports based on hierarchical (shaped) ADO recordsets are displaying ttx sample data rather than data in recordset.

New Behavior:

This problem occurs if hierarchical rowset is not enabled. Once enabled, reports are able to successfully display data contained within hierarchical (shaped) ADO recordsets.

SDK

ADAPT00140385   Patch ID: 35156292

Description:

When users created a report against the tod32.dll (xfODBC) ODBC driver, a field of DATE type was brought in as a STRING type.

New Behavior:

A change has been made in the Crystal Reports ODBC driver that allows for the DATE type field to be returned properly when using the tod32.dll driver.

ADAPT00144963   Patch ID: 35300620

Description:

When reporting off a BIGINT field in a database, the following error messages appear, when using ODBC driver 3.0 or lower: "Failed to open a rowset."; "Query engine error - Driver does not support this parameter."; "Query engine error - Data is NULL, but no indicator variable supplied."

New Behavior:

If the ODBC driver in use is version 3.0 or lower, a BIGINT data type is correctly returned as a double.

Security

ADAPT00160709   Patch ID: 35345083

Description:

When an LDAP group is mapped from Novell Directory Services, the following error is received: "Error updating LDAP properties: An internal error has occurred in the secLdap plugin."

New Behavior:

The problem is caused when a user account within the mapped LDAP group contains a trailing space in the account name. The LDAP security plug-in has been changed to account for that scenario.

Server Discovery

ADAPT00171794   Patch ID: 35418785

Description:

After an FRS failover, occasionally, the Page Server would not detect the FRS. This problem occurred because there were multiple FRS entries in the Name Service when there should have only been one.

New Behavior:

NameServerSubsystem.dll was changed to prevent multiple FRS entries in the Name Service.

Server functionality

ADAPT00141193   Patch ID: 35153273

Description:

If a user entered empty or null values for report parameter prompts, processing extensions would not be applied correctly on selection formulas.

New Behavior:

Processing extensions have been revised to incorporate the scenario of null values for report parameter prompts. After this change, processing extensions are applied correctly instead of being bypassed.

Set Location

ADAPT00147181　　　　Patch ID: 35331228

Description:

When the user upgrades Crystal Reports 8.5 ERP reports (such as Baan or SAP) to version 9, the database drivers are matched incorrectly.

New Behavior:

The Report Designer and the Print Engine have been modified so that the version 8.5 and 9 drivers are matched correctly.

Subreports

ADAPT00130297　　　　Patch ID: 35077807

Description:

After a subreport parameter has been renamed and then re-imported, two parameter prompts appear (a correct one and an incorrect one) when refreshing the report.

New Behavior:

After a subreport parameter has been renamed and then re-imported, the correct parameter prompt (only one) is shown.

Summaries

ADAPT00144444　　　　Patch ID: 35204704

Description:

When you refresh a report, the summary and running total fields that use the "Count" operation produce incorrect values when calculating more than 10,000,000 records.

New Behavior:

Previously, the address value of the Summary pointer was used to calculate the Count summary value instead of using the actual value. This has been changed to use the actual value instead of the address value. The address value worked in most cases, but when the number of records was increased, the address value did not get incremented properly, which produced an incorrect value.

Text

ADAPT00010926　　　　Patch ID: 35065027

Description:

Exporting to text format adds a leading space at the front of the text.

New Behavior:

The text formatting rule has been modified to avoid the inclusion of extra spaces.

ADAPT00047213   Patch ID: 34902779

Description:

When exporting to plain or paginated text from the Report Design Components (RDC) or Crystal Enterprise, there is no way to set the characters per inch (CPI) for the text output.

New Behavior:

Exporting from the Report Design Components (RDC):
Users can now use code to set the characters per inch when exporting to text.
Upon export from the RDC, two text properties are now added: "UseDefaultCharactersPerInch" and "UserDefinedCharactersPerInch". When using CRPE, the new functions are called "UseDefaultCPI" and "UserDefinedCPI".

To enable this behavior in Crystal Reports 8.5, you must change the value of the new registry entry "Prompt Again", under HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport. Set the value to "1".

Exporting from Crystal Enterprise:
Unix:
To set the characters per inch for Crystal Enterprise on UNIX, run the following command, and choose the desired value:
 $crystaldir/enterprise/generic/configpatch.sh adapt47213.cf
(where $crystaldir is the crystal enterprise installation directory).

Windows:
To set the characters per inch for Crystal Enterprise on Windows, set the following registry entry to the desired value:
For Crystal Enterprise 8.5: HKEY_CURRENT_USER\Software\Seagate Software\Crystal
Reports\Export\TextExport\"CharPerInch".
For Crystal Enterprise 9.0: HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal
Reports\Export\TextExport\"CharPerInch".

Known Limitations:

1.) The Local Service System account does not have access to the correct registry hive; therefore, if the Local Service System account runs the Crystal Report Job Server service, you must switch to an account that has access to the updated registry hive.

2.) If Crystal Reports is installed on the same machine as the Job Server, and uses the same account as the Job Server, any changes made to the value of the "CharPerInch" registry entry through the Report Designer user interface will also affect the Job Server. To avoid this situation, use a different user account to install Crystal Reports.

ADAPT00100465   Patch ID: 34943550

Description:

Crystal Reports 9 hangs or generates a GPF when exporting a text object with multiple paragraphs to Text format. Even if the export completes successfully, there are undefined characters in the resulting text file.

New Behavior:

Crystal Reports 9 now detects an infinite loop caused by the last new line character and completes the exporting task in the above scenario.

Text

ADAPT00118108   Patch ID: 35054235

Description:

When exporting multiple summarized fields from a Cross-Tab to text format in the Crystal Reports designer, many fields are missing in the resulting text file.

New Behavior:

All summarized fields from a Cross-Tab are now exported to the text file.

Known Limitations:

A registry subkey "CharPerInch" can be used to adjust the quality of the exported text file if it is from a Cross-Tab. The recommended value is between 8 and 16. The subkey is located at HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport\CharPerInch. Note: This does not apply to Crystal Reports 9.

Text objects

ADAPT00059324   Patch ID: 35203150

Description:

In an RDC application, when you are using the SetText method to pass multiple-line strings, the carriage returns appear as spaces.

New Behavior:

An internal function was not recognizing the carriage returns correctly. This has been rectified and text with carriage returns now appear correctly.

ADAPT00120415   Patch ID: 35059069

Description:

Customized characters that use Private Use Area (U+E000-U+F8FF) are displayed as "." (middot) or "?" in the Crystal Reports designer.

New Behavior:

There was a Uniscribe issue in the designer, but it has been resolved so the custom characters now display correctly.

Usability

ADAPT00043164   Patch ID: 35347399

Description:

In Crystal Enterprise 9 and Crystal Reports 9, each time that a user views a report in the Active X Viewer, the user is prompted to download the Report Parameter Dialog Control.

New Behavior:

To solve this error, the correct version of the Report Parameter Dialog Control library has been placed on the server. The problem is now fixed.

User management

ADAPT00142867

Patch ID: 35181616

Description:

When multiple users are simultaneously logged on to a customized Crystal Enterprise server, the server crashed or a core dump occurred.

New Behavior:

In the Security Subsystem Library, a user's information is added to a list when he or she logs on, and a pointer is created to show the information's location in the list. When more user information was then added to the list, the list would sometimes resize and reallocate its internal structure. In doing so, the pointer could be shifted to point to an invalid location; thereby causing a crash or core dump. Crystal Enterprise now keeps copies of each pointer. This increases the reference count by one, but prevents the crash and core dump.

ADAPT00149489

Patch ID: 35330146

Description:

The Web Component Server times-out users after 10 minutes, regardless the what value the user specifies for the time-out. The cause of that behaviour is that the DefaultSessionTimeout is
hard-coded with a value of 10 minutes, which overrides any other specified value for the time-out.

New Behavior:

The hard-coded value for the time-out has been removed and replaced with a default value of 20 minutes, and the Web Component Server now respects a value that the user sets in the
DefaultSessionTimeout option. The acceptable range for the value is 1-60. Any number outside of this range automatically defaults back to 20, (i.e. if the value is set to 0, 61, 120, etc.).

Known Limitations:

The sessions are cleaned up every 2 minutes, so if the session timeout is set to 1 minute, there will still be a wait of two minutes before the expired sessions are cleaned up.

ADAPT00130107

Patch ID: 35102302

Description:

When the RDC is used to pass an ADO record that is set to a report that is based on a TTX file, the fields from the record set are mapped to the report by name, rather than by index. Consequently, if the fields in the record set do not use the same names as the fields in the report structure, the field is removed from the report.

New Behavior:

When all of the field names in the record set do not match any of the field names in the report, the fields are mapped by position. If one of the field names in the record set matches any field names in the report, all fields are mapped by name. In a situation where the mapping is mixed, the fields are mapped by name; any fields that do not match are dropped from the report.

Known Limitations:

1) If the fields are mapped by name, all record set fields must map by name.
2) The report field headings are not replaced with the associated field names from the ADO record set.

Verify

ADAPT00164136　　　　　Patch ID: 35302504

Description:

When using the RDC to pass an ADO record set to a report based on a TTX file, the fields from the record set are mapped to the report by name instead of by index. Consequently, the fields in the record set must have the exact same names as the fields in the report structure. If a field name in the report does not match a field name in the record set, the field is removed from the report.

New Behavior:

When using the RDC to pass an ADO record set to a report based on a TTX file, the fields from the record set are mapped to the report by name. However, if the all field names in the record set do not match any of the field names in the report, then the fields are mapped by position. If one of the field names in the record set matches any one of the field names in the report then all fields are mapped by name. In a mixed situation the mapping is done by name and any fields that did not match would be dropped from the report.

To disable field name mapping completely and use position field mapping, set the following registry subkey value to "Yes":

HKEY_CURRENT_USER\Software\CrystalDecisions\9.0\Crystal Reports Designer
Component\DatabaseOptions\MapFieldsByOrdinalForAttachedRecordset

Known Limitations:

1) If the field name method is used for mapping, all record set fields must use this method.
2) The report field headings are not replaced with the associated field names from the ADO record set.

Visual Linking

ADAPT00133226　　　　　Patch ID: 35114627

Description:

If two tables are linked by a mutual primary/foreign key relationship, bidirectional links are created when the user selects "Auto-Linked By Key" on the Links tab of the Database Expert.

New Behavior:

The Database Expert does not allow bidirectional links between two tables with a mutual primary/foreign key relationship.

ADAPT00139124　　　　　Patch ID: 35114813

Description:

The Links tab of the Database Expert allowed cyclic links and many-to-one relationships.

New Behavior:

In the Database Expert, on the Links tab, two connection properties were added to avoid cyclic links and many-to-one links when linking by key. To activate this behavior, modify the following two registry subkeys and add the name of the database file to the subkeys. The subkeys are:
[HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC]
"AvoidCyclicSmartLinks"="database.dll"
"AvoidManyToOneSmartLinks"="database.dll"
Substitute "database.dll" with the particular database dll being used.

Registry Keys/ Subkeys

ADAPT00047213   Patch ID: 34902779

HKEY_CURRENT_USER\Crystal Decisions\9.0\Crystal Reports\Export\TextExport

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	9	
Recognized Values:	8,9,10,11,12,13,14,15,16	

HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	9	
Recognized Values:	8,9,10,11,12,13,14,15,16	

ADAPT00092193   Patch ID: 34928741

HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\crxf_xls\Ex

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	yes	
Recognized Values:	yes;no	

ADAPT00118108   Patch ID: 35054235

HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport\CharPerInch

Subkey Type:	DWORD	Created by Software
Default Value:		
Recognized Values:	8;9;10;11;12;13;14;15;16	

ADAPT00121631   Patch ID: 34985771

HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\8.0\Web Component Server\Components\viewrpt

Subkey Type:	STRING	Created by User
Default Value:	Yes	
Recognized Values:	Yes;No	

HKEY_LOCAL_MCHINE\SOFTWARE\Crystal Decisions\8.5\Web Component
Server\Components\viewrpt\EncodeHTMLTags

Subkey Type:	STRING	Created by User
Default Value:	Yes	
Recognized Values:	Yes;No	

ADAPT00124853   Patch ID: 35104073

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes;No	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	Yes;No	

ADAPT00133893   Patch ID: 35113756

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Enterprise\Desktop
Plugins\CrystalEnterprise.Report\SetEmptyParamValue

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	no	
Recognized Values:	yes, no, zero	

HKLM\SOFTWARE\Crystal Decisions\9.0\Enterprise\Desktop Plugins\CrystalEnterprise.Report\SetEmptyParamValue

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	no	
Recognized Values:	yes, no	

ADAPT00139124   Patch ID: 35114813

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\database\ODBC\AvoidCyclicSmartLinks

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	""	

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\database\ODBC\AvoidManyToOneSmartLinks

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	""	

ADAPT00142114   Patch ID: 35179010

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\SYBASE\OverrideNumericConversion

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes;No	

HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\SYBASE\OverrideNumericConversion

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes;No	

ADAPT00146016   Patch ID: 35271948

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Database\InvalidAliasCharList

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	.:{}()@&$#^!*~|%"-	
Recognized Values:	any character value	

ADAPT00152176   Patch ID: 35217319

HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\TableNameMayHaveCatalog

Subkey Type:	STRING	Created by User
Default Value:		
Recognized Values:	DatabaseFilename1.dll, DatabaseFilename2.dll, etc.	

ADAPT00154062   Patch ID: 35282058

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\TranslateDOSMemos

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes No	

ADAPT00154211   Patch ID: 35282156

HKEY_CURRENT_USER\SOFTWARE\Crystal Decisions\10.0\Crystal Reports\DatabaseOptions\AlwaysAttemptOlapLogon

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes, No	

ADAPT00157480   Patch ID: 35292569

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports Designer
Component\DatabaseOptions\DontVerifyAttachedRecordset

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes and No	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\DatabaseOptions\DontVerifyAttachedRecordset

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes and No	

ADAPT00157512   Patch ID: 35389539

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\CER\RequestPortLower

Subkey Type:	DWORD	Created by Software
Default Value:	0	
Recognized Values:	0 through 65536	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\CER\RequestPortUpper

Subkey Type:	DWORD	Created by Software
Default Value:	65536	
Recognized Values:	0 through 65536	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\CER\RequestPortLower

Subkey Type:	DWORD	Created by User
Default Value:	0	
Recognized Values:	0 through 65536	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\CER\RequestPortUpper

Subkey Type:	DWORD	Created by Software
Default Value:	65536	
Recognized Values:	0 through 65536	

ADAPT00160797   Patch ID: 35773944

HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ExportImagesInDataOnly

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	Yes; No	

HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\MaintainColumnAlignment

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	Yes; No	

HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\UseFormatInDataOnly

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	Yes; No	

ADAPT00163572   Patch ID: 35401823

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Enterprise\Desktop Plugins\CrystalEnterprise.Report\KeepDBInfo

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes No	

ADAPT00164136   Patch ID: 35302504

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports Designer Component\DatabaseOptions\MapFieldsByOrdinalForAttachedRecordset

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	No, Yes	

ADAPT00178174   Patch ID: 35489370

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\SimplifyPageHeader

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes; No; True; False	

ADAPT00178212   Patch ID: 35511837

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\IgnoreSuppressedObjects

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes; No; True; False	

ADAPT00180472   Patch ID: 35499025

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\SavedData\TruncateClippedFieldStrings

Subkey Type:	STRING	Created by Software
Default Value:	No	
Recognized Values:	Yes; No	

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\SavedData\TruncateClippedFieldStrings

Subkey Type:	STRING	Created by Software
Default Value:	No	
Recognized Values:	Yes; No	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Crystal Reports\SavedData\TruncateClippedFieldStrings

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes; No	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\SavedData\TruncateClippedFieldStrings

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes; No	

ADAPT00181063   Patch ID: 35488885

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\JVMOptions

Subkey Type:	STRING	Created by User
Default Value:		
Recognized Values:	Options for the Java Virtual Machine, separated by a semi-colon (eg. -Xmx20000000;-Xms10000000)	

ADAPT00182038   Patch ID: 35507631

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\Database\QueryBuilder\NameBuilder

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	"Any Database Driver (ie. ODBCJT32.DLL,SQLSRV32.DLL)"	

ADAPT00182965   Patch ID: 35639665

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Enterprise\Auth Plugins\secLDAP\GraphTimeOut

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	15	
Recognized Values:	any integer	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Enterprise\Auth Plugins\secLDAP\GraphTimeOut

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	15	
Recognized Values:	any integer	

ADAPT00186858   Patch ID: 35506253

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Database\AllowSaveRowsetToFetchingData

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes;No	

ADAPT00194363   Patch ID: 35560939

HKCU/Software/Seagate Software/Crystal Reports/MainFrameOptions/HandleWinIniChange

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	False	
Recognized Values:	True,False	

ADAPT00194820   Patch ID: 35586459

HKEY_CURRENT_USER (or HKEY_LOCAL_MACHINE)\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\IsolationLevel

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	2	
Recognized Values:	1;2;4;8;	

ADAPT00207059   Patch ID: 35693273

HKEY_CURRENT_USER\SOFTWARE\Crystal Decisions\9.0\Crystal Reports\Database\DAO\IsThreadSafe

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:		
Recognized Values:	Yes, No	

ADAPT00211957   Patch ID: 35725068

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Export\CSV\AreaExportOptions

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	0	
Recognized Values:	0, 1	

HKEY_CURRENT_USER\Software\Crystal Decisions\8.5\Crystal Reports\Export\CSV : AreaExportOptions

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	0	
Recognized Values:	0, 1	

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\CSV : AreaExportOptions

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	0	
Recognized Values:	0, 1	

HKEY_LOCAL_MACHINE\software\Crystal Decisions\10.0\Crystal Reports\Export\CSV\AreaExportOptions

Subkey Type:	DWORD	Created by User
Default Value:	0	
Recognized Values:	0, 1	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\8.5\Crystal Reports\Export\CSV\AreaExportOptions

Subkey Type:	DWORD	Created by User
Default Value:	0	
Recognized Values:	0, 1	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Export\CSV\AreaExportOptions

Subkey Type:	DWORD	Created by User
Default Value:	0	
Recognized Values:	0, 1	

ADAPT00216638   Patch ID: 35830058

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Enterprise\Auth Plugins\secWinAD\UseFQDNForDirectoryServers

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	False	
Recognized Values:	True;False	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Enterprise\Auth Plugins\secWinAD\UseOnlyFQDN

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	False	
Recognized Values:	True;False;0;1	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Enterprise\Auth Plugins\secWinAD\UseOnlyFQDN

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	0	
Recognized Values:	0;1;True;False	

ADAPT00216678   Patch ID: 36059833

SimpleTextRendering

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:		
Recognized Values:	0,1	

ADAPT00218755   Patch ID: 35821386

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DummyTableForConstExpression

Subkey Type:	STRING	Created by User
Default Value:		
Recognized Values:	The value must be a valid table name in the datasource you are currently reporting against, in the format of Database.TableName, for instance: XTREME.dbo.Customer	

HKEY_LOCAL_MACHINE\Software\Crystal
Decisions\10.0\Components\DHTMLViewer\EncodeHTMLForSingleLineFieldObjects

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes; No	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\10.0\Crystal
Reports\Export\HTML\EncodeHTMLForSingleLineFieldObjects

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes; no	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal
Reports\Export\HTML\EncodeHTMLForSingleLineFieldObjects

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes; no	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Report App\Viewer\EncodeHTMLForSingleLineFieldObjects

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	Yes	
Recognized Values:	Yes; No;	

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect DB2 drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect Informix drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect Microsoft drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect Oracle drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect Other drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect Sybase drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect Text drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Database\ODBC\DataDirect XML drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect DB2 drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect Informix drivers

 Subkey Type: STRING   Created by Hot Fix Installation
 Default Value:
 Recognized Values: \<database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect Microsoft drivers

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value:

 Recognized Values: <database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect Oracle drivers

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value:

 Recognized Values: <database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect Other drivers

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value:

 Recognized Values: <database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect Sybase drivers

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value:

 Recognized Values: <database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect Text drivers

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value:

 Recognized Values: <database driver name(s)>

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\DataDirect XML drivers

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value:

 Recognized Values: <database driver name(s)>

ADAPT00255258   Patch ID: 36027011

NoUplock

 Subkey Type: DWORD   Created by Hot Fix Installation

 Default Value:

 Recognized Values: 0,1

ADAPT00307674   Patch ID: 36368811

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Enterprise\Auth Plugins\secLDAP\QueryTimeout

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value: 85

 Recognized Values: >0

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Enterprise\Auth Plugins\secLDAP\QueryTimeOut

 Subkey Type: STRING   Created by Hot Fix Installation

 Default Value: 85

 Recognized Values: >0

ADAPT00315748   Patch ID: 36460827

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ColumnWidthBaseArea

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	255	
Recognized Values:	1;2;3;4;5;7;8;255	

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ColumnWidthGroupNumber

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	1	
Recognized Values:	1;2;3; etc.	

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ConstantColumnWidth

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	720	
Recognized Values:	200 - 5670	

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\UseConstantColumnWidth

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	False	
Recognized Values:	Yes;No;True;False	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ColumnWidthBaseArea

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	255	
Recognized Values:	1;2;3;4;5;7;8;255	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ColumnWidthGroupNumber

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	1	
Recognized Values:	1;2;3; etc.	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ConstantColumnWidth

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	720	
Recognized Values:	200 - 5760	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\UseConstantColumnWidth

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	False	
Recognized Values:	Yes;No;True;False	

ADAPT00321346   Patch ID: 36594648

HKEY_LOCAL_MACHINE/SOFTWARE/Crystal Decisions/10.0/Crystal Reports/Export/Excel/UseFormatInDataOnly

Subkey Type:	STRING	Created by User
Default Value:		
Recognized Values:	Yes;No	

ADAPT00364621   Patch ID: 37129394

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Crystal
Reports\DatabaseOptions\VerifyStoredProceduresOnSetLocation

Subkey Type:	STRING	Created by User
Default Value:	No	
Recognized Values:	Yes, No	

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Crystal
Reports\DatabaseOptions\VerifyStoredProceduresOnSetLocation

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes, No	

ADAPT00383932   Patch ID: 36969175

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\TextExport\ForceRegistryCPI

Subkey Type:	DWORD	Created by Hot Fix Installation
Default Value:	0	
Recognized Values:	0,1	

ADAPT00414064   Patch ID: 37189988

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ShowGridLines

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes,No	

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\ShowGridLines

Subkey Type:	STRING	Created by Hot Fix Installation
Default Value:	No	
Recognized Values:	Yes,No	