



# Crystal Reports Viewer 2008 Release Notes



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2010-07-28

# About the Release Notes

## Introduction

The notes contained in this document cover important information about this product release, including details regarding known issues with this release, and important information for customers.

Please read this document in its entirety before installing your Business Objects software. Be sure to visit the Business Objects support web site for additional notes and information that may become available following the release of this document.

These notes were updated for Crystal Reports Viewer 2008 version 12.2.207

To install Crystal Reports Viewer 2008, please read the “Crystal Reports Viewer 2008 Installation Guide”.

## About Crystal Reports Viewer 2008

Crystal Reports Viewer 2008 provides you with an easy way to view and share your Crystal reports (.rpt files).

When you view a report, you can work with it interactively:

- You can navigate through the report, using convenient tools that help you find the exact information you're looking for.
- You can explore report data to see background information. (Background information is often found in hidden sections of the report that you normally don't want to see.)
- You can export the report to one of several formats that are available. For example, you can export your report to PDF.
- You can open a report from BusinessObjects Enterprise, or you can share a report on [crystalreports.com](http://crystalreports.com).
- You can save the report with any changes you have made to interactive parameters or interactive sorting.

You can also share a report by simply e-mailing the report and providing a hyperlink to the Crystal Reports Viewer 2008. The recipient can download the free viewer and carry out any of the navigating and searching that you can do.

The Crystal Reports Viewer 2008 also gives you access to other content:

- You can save the report with any changes you have made to interactive parameters or interactive sorting.
- You can look for additional reports on your local system, on [crystalreports.com](http://crystalreports.com), or on SAP BusinessObjects Enterprise.
- You can use hyperlinks that take you to free trials and evaluation software.
- You can enable auto-update to download updates and enhancements to the viewer.

## Supported Platforms and Report Versions

### Supported platforms

Crystal Reports Viewer is supported and has been tested on the following platforms:

Windows 32-bit OS support:

- Internet Explorer 8 (browser support)
- Windows 7
- Windows Vista
- Windows Vista SP1
- Windows 2000 SP4 Professional
- Windows XP SP2 Professional
- Windows XP SP3 Professional
- Windows Server 2003 SP1 Datacenter Edition
- Windows Server 2003 SP1 Enterprise Edition
- Windows Server 2003 SP1 Standard Edition
- Windows Server 2003 SP1 Web Edition
- Windows Server 2003 R2 Enterprise Edition
- Windows Server 2003 R2 Datacenter Edition
- Windows Server 2003 R2 Standard Edition
- Windows Server 2003 R2 Web Edition

- Windows Server 2008 Standard Edition
- Windows Server 2008 Enterprise Edition
- Windows Server 2008 Datacenter Edition
- Windows Server 2008 Web Server Edition

Windows 64-bit OS support:

- Windows 7
- Windows Vista x64
- Windows XP x64
- Windows Server 2003 x64 Edition SP2 (Standard, Enterprise, Datacenter, Web Server)
- Windows Server 2003 R2 x64 Edition SP2 (Standard, Enterprise, Datacenter, Web Server)
- Windows Server 2008 x64 Edition (Standard, Enterprise, Datacenter, Web Server)
- Windows Server 2008 R2 x64

Mac OS Support:

- Mac OS X 10.4
- Mac OS X 10.5
- Mac OS X 10.6

## Supported BusinessObjects Enterprise platforms

The Crystal Reports Viewer is supported and has been tested on the following BusinessObjects Enterprise platforms:

- BusinessObjects Enterprise XI Release 2 Service Pack 2 or later
- Edge Series XI Release 2 Service Pack 2 or later
- Crystal Reports Server XI Release 2 Service Pack 2 or later
- BusinessObjects Enterprise XI 3.1 or later
- Edge Series XI 3.1

### Note:

You need one of these platforms to interact with a BusinessObjects Enterprise server to download and refresh reports. If you do not, you can still view reports from [crystalreports.com](http://crystalreports.com) and your local drive.

## Supported report versions

The Crystal Reports Viewer supports reports created in Crystal Reports version 9 and later. You cannot open reports that were last saved in earlier versions.

# Differences Between the Crystal Reports Viewer and Crystal Reports

## Overview

This section lists differences between the Crystal Reports designer and the Crystal Reports Viewer that were intentionally implemented.

## Types of reports that will not load in the viewer

Types of reports that will not load in the viewer

When you try to open one of the following types of reports, you will receive an error message:

- Reports that have no saved data, unless they are being accessed online from BusinessObjects Enterprise and you have the appropriate rights.
- Reports that use Business Views as a data source.
- Reports that use universes as a data source. (Static instances of reports that use universes will open if these reports are downloaded from BusinessObjects Enterprise.)
- Reports that use Crystal Dictionaries as a data source.
- Reports that use Crystal Queries as a data source.
- Reports that depend on UFLs.
- Reports that are successfully using "Perform Grouping on Server". (That is, the generated report SQL contains a "group by" clause.)

## Types of reports that will have different data

### Shared variables in formulas

Reports that use shared variables in formulas will produce differences in data between Crystal Reports 2008 (designer) and the Crystal Reports Viewer 2008 (viewer).

The differences include:

- In the viewer subreports do not update the date of the main report until the subreport is completely finished formatting. In the designer, the date is updated at every page break.
- In the viewer, the drill down views start with the formula state in the context of where you are drilling down. In the designer drill down views start with an empty formula state
- In the viewer multiple subreports in the same section interact only after the first subreport is fully formatted. In the designer this is only true if the subreports are not broken by a page break
- In the viewer suppressed subreports which have side effects will be evaluated. In the designer they are not evaluated if the subreport is in a hidden or suppressed section and the subreport is linked to the main report. The designer behavior is inconsistent with the behavior for other objects with side effects.

### Formula side effect differences

In Crystal Reports Viewer 2008, formula side-effects do not propagate beyond the current cell in a crosstab. In Crystal Reports 2008 side-effects are propagated, but the behavior is not deterministic as it depends on the order that pages are viewed.

### Print Date versus Data Date

Reports that depend on Print Date, Print Time, or related formulas (such as Last60Days) as part of their record selection formula and do not have the PrintDate and Time locked, will display a smaller set of data.

The viewer uses the last saved print date in the report. The smaller data set occurs only if the data date is different from the last print date.

### **Group Header versus Group Footer formatting**

Group name fields are consistent in Crystal Reports Viewer no matter whether they are in the Group Header or Group Footer section or in the Group Tree. Crystal Reports might have different values in the Group Footer.

### **Original-order grouping**

Reports that use original-order grouping may display the records in a different order when opened in the viewer.

This behavior occurs if the report data needs to be changed based on external information (like date or time).

### **Sorting**

In general, sorting may be slightly different because the Crystal Reports designer uses a word-based sort, but the viewer uses a Unicode sort. Certain characters, such as hyphens and apostrophes sort differently in the viewer.

### **Hierarchical grouping and Group Selection formulas**

For reports that use Hierarchical grouping, and have a Group Selection formula that filters out all records, the number that appears in the Group Header or Group Footer may be different.

## **Types of reports that will have different layout**

### **Note:**

The issues that can cause a report to have different data will often also cause the reports to have a different layout.

### **Report objects that are not displayed**

Instead of displaying the objects that are listed in the following table, the viewer replaces the object with a text object that is the same size and contains the text "<object> not supported". Because this object is displayed in the size it was in the design view of Crystal Reports, formatting differences might occur.

Report object	What you will see
Map	A placeholder is displayed and, similarly, the placeholder is used for exporting and printing.
OLAP Grid / OLAP Chart	A placeholder is displayed and, similarly, the placeholder is used for exporting and printing.
Subreports	<p>In general, subreports with saved data display correctly. There are, however, some exceptions:</p> <ul style="list-style-type: none"><li>• Linked subreports or subreports in hidden or conditionally suppressed sections will not display if they do not have saved data.</li><li>• Linked subreports that depend on the print-time formula state for the link might have formatting differences.</li><li>• You cannot drill into on-demand subreports, but rendering, exporting, and printing are not otherwise affected.</li></ul>
Right-to-left (RTL) languages	The object is not supported for exporting to PDF format. Rendering, exporting, and printing might be affected.
Thai ligatures	The object is not supported for exporting to PDF format. Rendering, exporting, and printing might be affected.
Images	When exporting to RTF, images are exported one to a line.

### **Font-related differences**

- Fonts in the Crystal Reports Viewer appear to be taller than the same font in Crystal Reports. This difference leads to line-height differences. As a result, reports where you have a multi-line text object next to which you have placed other objects to align them vertically, may not appear correctly.
- The difference in line height also leads to sections taking up more vertical space, which means that some reports are paginated differently.
- When a report uses a font that is not found on the machine, the viewer substitutes a font from the machine (if no matching font can be found, the viewer defaults to Arial). This action may lead to text measurements that are not the same.

### **Chart appearance**

Charts may appear differently in the viewer. However, the general layout and overall meaning of the chart will not change. There are a few specific differences that you might notice:

- Axis labels that were moved manually are moved to their default positions.
- 2D charts are automatically arranged to create an attractively formatted chart. This sometimes leads to differences in label settings and frame size so that labels won't overlap.
- Smooth-style trend lines will not appear.

### **Suppress blank subreport**

Crystal Reports allocates space to an empty subreport, even though you have selected the 'Suppress Blank Subreport' option. This behavior causes sections containing blank sub-reports to grow larger. The behavior does not occur in the Crystal Reports Viewer.

### **Currency symbol differences**

Currency symbol may appear differently in position and appearance in Crystal Reports for Eclipse and Crystal Reports Viewer compared to Crystal Reports 2008.

For example, when viewing reports containing currencies in Russian locale, the Russian currency symbol is py6##### instead of #####p.

## Printing limitations

The following table summarizes the major printing limitations that you might encounter in the Crystal Reports Viewer.

Page settings set in report?	Printer specified on the report author's machine?	Crystal Reports — what you view is what you print	Crystal Reports Viewer — what you view is what the report was created with	Printing
N	N	8.5 x 11 rendered using no printer setting	8.5 x 11 rendered using no printer setting	Use local printer setting
N	Y	Use the default printer settings of the report consumer machine	Use the default printer settings of the report consumer machine	Use local printer setting
Y	Y	Custom page size with local printer configuration	Use custom page size; create best match between new printer settings and original printer	Use local printer setting

**Note:**

If you open a report in which the paper size selected by the report designer is not available, the Crystal Reports Viewer will display the report in its original paper size. If you print the report from the viewer, the output is reduced to fit to the default paper size.

## Other Issues

### Adding new printers

If you cancel the "Add New Printer" dialog in 64-bit operating systems the Crystal Reports Viewer 2008 may stop responding.

### Date/Time parsing in languages

Date/Time parsing may not be carried out correctly in languages other than English. The following functions in the formula language use the Date/Time parser to parse input strings into a Date, Time, or DateTime value according to the locale setting on the machine running the viewer:

- CDate(String)
- CTime(String)
- CDateTime(String)
- IsDate(String)
- IsTime(String)
- IsDateTime(String)
- DateTimeValue(String)
- TimeValue(String)
- DateValue(String)
- Date(String)
- Time(String)
- DateTime(String)

These functions may behave differently in the viewer as a result of the Date/Time Parser differences.

Here are the known issues with the Date/Time Parser as used in the viewer:

- Date and Time strings must use delimiters to separate their component parts. (The delimiters cannot be omitted.)
- The set of recognized delimiters within a date string is limited to the following characters: space, comma, period, forward slash, hyphen, and colon.

- The set of recognized delimiters within a Time string is limited to the following characters: colon, space, and period.
- The types of words recognized within a Date string are limited to full month names or shortened month names for the given locale.
- The types of words recognized within a Time string are limited to AM/PM names for the given locale.

## Drill-down behavior

The drill-down functionality of Crystal Reports has been redesigned in the Crystal Reports Viewer to make navigation easier for the user. Here are some differences that you might notice:

- To drill down on a section that is not hidden, you must right-click the section instead of double-clicking it.
- You cannot use the Group Tree (Contents Panel) to navigate to a page within the parent node of a hidden section. (When you navigate to the parent node of a hidden section, you can immediately drill down on the group view instead of going to a page in the main report view.)

## Error messages

Some reports that can't be opened because of unsupported features (such as unsupported functions) or errors (such as formulas that can't be compiled) display generic errors, such as "you may not have permissions to view this file" and "file may be locked by another application."

## Exporting to Excel

Text objects that contain many formatting options (changes in font, size, color, and so on) may create an invalid Excel file format.

## Exporting to PDF

- When you export a report that uses fonts that cannot be embedded in a PDF, the viewer does not produce a warning message. The export is successful, but the font is not used in the PDF.

- Some Asian fonts (MS Gothic, MS Mincho, MS PGothic, MS PMincho) cannot be correctly exported to PDF.
- Vertical text may not be exported properly.

## Flash player installed using Firefox

Crystal Reports Viewer 2008 may not be able to use an Active X Flash player if it was installed through Firefox, when trying to view reports that contain embedded Flash objects.

To view Flash objects in the viewer, install the Flash player using Internet Explorer; you can then continue using Firefox.

## Help installation

Help is not installed for languages other than the supported languages. To install English help for non-supported languages, set your machine's Regional Options to English before you install. You can change the Regional Options to the original language after you install the viewer.

## Locale-dependent functions

The following locale-dependent functions are not supported in locales other than English:

- Totext() (Number, Currency, Date, Time, DateTime)
- CStr() (This function is the same as ToText())
- CDate(String)
- CTime(String)
- CDateTime(String)
- IsDate(String)
- IsTime(String)
- IsDateTime(String)
- DateTimeValue(String)
- TimeValue(String)
- DateValue(String)
- Date(String)

- Time(String)
- DateTime(String)

## Mac support

Crystal Reports Viewer 2008 now runs on Mac OS X.

### Note:

- When viewing your reports on a Mac, you may notice different formatting for date, time, and number fields.
- When printing your reports from a Mac, the viewer uses the default printer settings instead of the printer setting saved with the report.
- Printed output does not look clear when printing from Mac OS X. This problem does not occur on Mac OS X 10.5.
- Tooltips for hyperlinks are not supported on Mac.
- Mac users cannot interact with BusinessObjects Enterprise so they will not be able to interact with reports through **Business Objects Servers** connections.
- Mac users cannot paste images or report objects copied from the viewer into Word (Mac), Preview, or PaintBrush. For Word, you can drag the object from the viewer directly into Word. However, this method does not work with Preview or PaintBrush.
- Dragging a report into the viewer as a way of opening it does not work until you have opened a previous report by using the File menu.
- When opening a report from crystalreports.com, the viewer may not move beyond the logon dialog box until you press a key or move your mouse.
- Flash objects cannot be rendered and will appear as the default flash image.
- Reports rendered on Mac systems have small spacing differences which result in different pagination, when compared to reports rendered on Windows.
- When printing a report on smaller paper, the print output is not scaled down if you are using Mac OS X 10.4.
- Barcodes may not be displayed since barcode fonts are not automatically installed.
- Crystal Reports Viewer 2008 is limited to supporting high level locale settings on the Mac Platform. For example, setting your Mac machine to use the long date format will have no effect on the viewer. Large changes

like setting the whole machine locale to German will still affect the machine.

## Page size

When you open a report that does not have a default printer but does have a default page size, the report may have different page sizes on different versions of the Windows operating system.

## Parameters and interactive sorting

You cannot change parameter values or interactive sort order in reports that use original-order grouping.

## Print Date and Print Time

On a report without saved data, Print Date and Print Time special fields display the date and time the report was saved and not the date and time it was opened in the viewer.

## Printer and page settings

When you choose a specific printer to use in a report, the viewer will try to find and use that printer. If the printer cannot be found, the viewer will try to find the default printer of the local system. If there is no default printer, the viewer won't use any printer.

When a printer is identified and used by the viewer, the page size and related margins are fetched from the printer. This means that report specific settings may be overwritten. For example if a report was designed to be printed in landscape and the printer is set to print portrait, the report will be printed in portrait.

Check the printer settings before you print, to ensure your report is printed correctly.

**Note:**

If you have mixed page orientations in your report, the printer will respect that and print the report correctly, so there is no need to change the printer settings.

**Related Topics**

- *Printing limitations*

## Prompting during refresh

The "Prompt when viewing" setting in the Central Management Console (CMC) will be respected in the viewer.

**Note:**

For those using BusinessObjects Enterprise XI R2 SP2, the setting is called "Prompt the user for new value(s) when viewing" .

If it is not selected, the user will not be prompted for parameter values when refreshing a report, even if they select "Prompt for parameters before refresh" in the viewer.

**Note:**

If you set this value to false in the CMC, ensure you also set parameter values or you may encounter an error when refreshing in the viewer.

## Refresh limitations

The Crystal Reports Viewer 2008 has the following refresh limitations:

- The viewer cannot refresh reports which are not hosted on a BusinessObjects Enterprise server.
- The viewer may not be able to refresh reports that need to be prompted for logon information for more than one data connection. The extra data connection information must be preset in the Business Objects server in order for the viewer to refresh a report with more than one data connection.
- The viewer cannot refresh static universe reports.
- To refresh, optional parameters must have a value set.
- Dynamic cascading prompts are not supported during refresh. Static prompts will be used instead when reports are refreshed in the viewer.

## Save As does not work when a report is open

In Crystal Reports for Eclipse or Crystal Reports Viewer, when you use **Save As** to save a report that is also open somewhere else (for example, in Crystal Reports 2008), the report will not be saved. You will not be notified that the report was not saved.

## Supported fonts

The Crystal Reports Viewer supports only TrueType and Postscript Type 1 fonts. It does not support bitmap fonts.

## Time-zone information

You may notice differences in time-zone information between Crystal Reports and the Crystal Reports Viewer. Crystal Reports gets time zone-information from the operating system, while the viewer gets the same information from the JVM. The strings that the JVM returns for a given time zone are not necessarily the same as those returned by the OS. Also, if you change the time zone in the OS, the JVM time zone may not change, even when you restart the JVM.

## Universes as data sources

Reports that use universes as data sources cannot be viewed in the Crystal Reports Viewer 2008, but their instances can be. For information on creating instances, see the *BusinessObjects Enterprise Administrator's Guide*.

### Related Topics

- [Refresh limitations](#)

## Feedback

If report objects or other features that are not supported are having a major impact on your use of the Crystal Reports Viewer 2008, please let us know through the feedback mechanism in the viewer.

# Exploring your report data online

## Exploring report data online

SAP BusinessObjects Explorer combines the simplicity and speed of search with the trust and analytical power of business intelligence (BI) to provide immediate answers to business questions. You can use keyword searches to find information and to directly explore the data.

You can upload your Crystal Reports dataset to an online version of SAP BusinessObjects Explorer and interactively explore and search through the entire report dataset.

Datasets are uploaded anonymously, and the data is kept only as long as you are using it. After a period of inactivity, the data is automatically deleted.

### Note:

SSL encryption is used to transfer your data to SAP BusinessObjects Explorer. SSL creates a secure connection between your browser and the server to ensure that the data is sent securely.

SAP BusinessObjects Explorer is currently a preview, with no guarantees or warranties, so you may want to avoid uploading hyper-sensitive data.

## To explore report data online

You can use this option to upload your Crystal Reports dataset to an online version of SAP BusinessObjects Explorer. You can then interactively search and explore through the entire report dataset.

1. From the OnDemand menu, click **Explore this report's data online**.

You will be redirected to the "Explorer in the cloud" server.

2. Explore and analyze your data.

## Explorer in the cloud limits and unsupported report objects

### Upload limits

There is an upload limit of 20000 records and 256 fields.

Also, the total dataset limit is three megabytes. Large strings will be truncated to 4K before being uploaded.

Some report objects will not be uploaded or analyzed by the "Explorer in the cloud" service since they may contain data that is deemed not useful for analysis.

These include - but are not limited to - the following:

- Special Fields
- Memo Objects
- Blob Objects

The following data will not be supported in this release:

- Subreport data
- Data filtered as part of Saved Data Selection Formula
- Reports with no database Fields (for example, a report made up of formulas and parameters only)

## More Information

Information Resource	Location
SAP BusinessObjects product information	<a href="http://www.sap.com">http://www.sap.com</a>

Information Resource	Location
SAP Help Portal	<p>Navigate to <a href="http://help.sap.com/businessobjects">http://help.sap.com/businessobjects</a> and on the "SAP BusinessObjects Overview" side panel click <b>All Products</b>.</p> <p>You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries.</p> <p>Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>
SAP Service Marketplace	<p><a href="http://service.sap.com/bosap-support">http://service.sap.com/bosap-support</a> &gt; Documentation</p> <ul style="list-style-type: none"> <li>• Installation guides: <a href="https://service.sap.com/bosap-inst/guides">https://service.sap.com/bosap-inst/guides</a></li> <li>• Release notes: <a href="http://service.sap.com/releasenotes">http://service.sap.com/releasenotes</a></li> </ul> <p>The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.</p>
Docupedia	<p><a href="https://cw.sdn.sap.com/cw/community/docupedia">https://cw.sdn.sap.com/cw/community/docupedia</a></p> <p>Docupedia provides additional documentation resources, a collaborative authoring environment, and an interactive feedback channel.</p>

Information Resource	Location
Developer resources	<a href="https://boc.sdn.sap.com/">https://boc.sdn.sap.com/</a> <a href="https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary">https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</a>
SAP BusinessObjects articles on the SAP Community Network	<a href="https://www.sdn.sap.com/irj/boc/businessobjects-articles">https://www.sdn.sap.com/irj/boc/businessobjects-articles</a> These articles were formerly known as technical papers.
Notes	<a href="https://service.sap.com/notes">https://service.sap.com/notes</a> These notes were formerly known as Knowledge Base articles.
Forums on the SAP Community Network	<a href="https://www.sdn.sap.com/irj/scn/forums">https://www.sdn.sap.com/irj/scn/forums</a>
Training	<a href="http://www.sap.com/services/education">http://www.sap.com/services/education</a> From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.
Online customer support	<a href="http://service.sap.com/bosap-support">http://service.sap.com/bosap-support</a> The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.

Information Resource	Location
Consulting	<p data-bbox="504 286 1182 347"><a href="http://www.sap.com/services/bysubject/businessobjectsconsulting">http://www.sap.com/services/bysubject/businessobjectsconsulting</a></p> <p data-bbox="504 373 1182 529">Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.</p>

